

State: Arizona

STATE PLAN

FOR

INDEPENDENT LIVING

FISCAL YEARS 2002 - 2004

Chapter 1, Title VII of the Rehabilitation Act of 1973, as Amended

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Section 1: Purpose of the State Plan for Independent Living (SPIL), under Chapter 1 of Title VII**1.1 Philosophy of the Programs**

(Sec. 701 of the Act; 34 CFR 364.2)

The State assures that in the implementation of this plan the State will:

- (a) Promote a philosophy of independent living (IL), including a philosophy of consumer control, peer support, self-help, self-determination, equal access, and individual, and system advocacy, to maximize the leadership, empowerment, independence, and productivity of individuals with significant disabilities, and to promote and maximize the integration and full inclusion of individuals with significant disabilities into the mainstream of American society by providing financial assistance to States;
- (b) Provide financial assistance for providing, expanding, or improving the provision of IL services;
- (c) Provide assistance to develop and support a Statewide network of centers for independent living (CILs), operated by consumer-controlled, community-based, cross-disability, nonresidential private nonprofit agencies that are operated within local communities by individuals with disabilities and that provide an array of IL services; and
- (d) Advocate for improving working relationships among the various entities providing services to and for people with significant disabilities.

1.2 Participation in the Programs

(Sec. 704(a)(1) of the Act; 34 CFR 364.10)

- (a) The DSU and SILC understands that no Federal funds or other benefits can be made available under Chapter 1 unless the State conforms with all applicable statutory and regulatory requirements.
- (b) This SPIL reflects the State's commitment to carry out an IL plan under Chapter 1 of Title VII of the Rehabilitation Act of 1973, as amended (Chapter 1)¹, and also the State's planning and implementation activities related to the plan.

¹ Public Law 93-112, as amended by Public Laws 93-516, 93-651, 95-602, 98-221, 99-506, 100-259, 100-630, 101-336, 102-569, 103-73, and 103-218.

Section 2: Legal Basis and State Certifications (Sec. 704 of the Act)

- (a) As a condition to the receipt of financial assistance under Chapter 1, the ARIZONA STATEWIDE INDEPENDENT LIVING COUNCIL (SILC), jointly with the DSU is authorized to develop and sign the SPIL. The DSU and SILC agree to administer the programs in compliance with the provisions of the Act, all applicable regulations, policies, and procedures promulgated by the Secretary, and the provisions of this SPIL.
- (b) The State legally may carry out each provision of the SPIL and the DSU has the authority under State law to perform the functions of the plan.
- (c) All provisions of the SPIL are consistent with State law.
- (d) The **ADMINISTRATOR OF THE ARIZONA REHABILITATION SERVICES ADMINISTRATION (ARSA)** has authority under State law to receive, hold, and disburse Federal funds made available under the SPIL.
- (e) The SPIL being submitted has been adopted or otherwise formally approved by the DSU and SILC.
- (f) The SPIL is the basis for State operation and administration of the Chapter 1 programs, as appropriate,² and is available for public inspection.
- (g) The effective date of this SPIL is October 1, 2001.

Ezward Bachand, Jr.

Name of SILC Chairperson

(602) 253-8775

Skip Bingham, ARSA Administrator

Name and Title of State Unit Director

(602) 542-3332

John Clayton, Director, Department of Economic Security

Name and Title of State Unit Director

(602) 542-5678

This document incorporates by reference AZSPIL01.629 filed by Skip Bingham, Administrator, RSA, DES, Phoenix, AZ

Section 3: Plan Submittal

² If a State's expenditures earmarked to support the general operation of CILs is equal to or greater than the amount of Federal funds allotted to the State for this purpose, and the State has applied in SPIL Section 8 to administer the Part C, Ch. 1 program pursuant to section 723 of the Act, then the DSU must provide administrative support to the CILs; otherwise, the Secretary administers the CIL program pursuant to section 722 of the Act and the approved SPIL and the DSU is not required to provide administrative support services. §704(c)(2) of the Act)

3.1 Frequency of Submittal

(Sec. 704(a)(3) of the Act; 34 CFR 364.11, 364.20(b))

- (a) This SPIL is for fiscal years 2002 - 2004. A three-year plan must be submitted every three years by July 1 of the year preceding the first fiscal year for which the plan is submitted, (i.e., July 1, 2001).
- (b) Plan amendments are submitted whenever the Secretary determines an amendment to the SPIL is essential during the effective period of the plan; or when there is a significant and relevant change that materially affects the information or the assurances in the plan, the administration or operation of the plan, or the organization, policies, or operations of the DSU or SILC.

3.2 State Plan Development

(Sec. 704(a)(2) of the Act; 34 CFR 364.20(c))

The State plan is jointly developed and signed by the director of the DSU and the chairperson of the SILC or other individual acting on behalf of and at the direction of the Council.

3.3 Public Hearings

(Sections 17, 704(m)(6) of the Act; 34 CFR 364.20(g), (h))

- (a) The State conducts public hearings to provide all segments of the public, including interested groups, organizations, and individuals, an opportunity to comment on the SPIL prior to its submission to RSA, and on any substantive review or revision of the approved SPIL. The DSU and SILC may meet the public participation requirement by holding the public hearings before a preliminary draft State plan is prepared or by providing a preliminary draft State plan for comment at the public hearings.
- (b) The State establishes and maintains a written description of procedures for conducting public hearings in accordance with the following requirements:
 - (i) The DSU and SILC shall provide appropriate and sufficient notice of the public hearings. Appropriate and sufficient notice means notice provided at least 30 days prior to the public meeting through various media available to the general public, such as newspapers and public service announcements, and through specific contacts with appropriate constituency groups and organizations identified by the DSU and SILC.
 - (ii) The DSU and SILC shall make reasonable accommodation to individuals with disabilities who rely on alternative modes of communication in the conduct of the public hearings, including providing sign language interpreters and audio-loops.
 - (iii) The DSU and SILC shall provide the notices of the public hearings, any written material provided prior to or at the public hearings, and the approved State plan in accessible formats (e.g., Braille, large print, on disk) for individuals who rely on alternative modes of communication.
 - (iv) At the public hearings to develop the State plan, the DSU and SILC will identify those provisions

in the State plan that are State-imposed requirements. For purposes of this section, a State-imposed requirement includes any State law, regulation, rule, or policy relating to the DSU's administration or operation of IL programs under Title VII of the Act, including any rule or policy implementing any Federal law, regulation, or guideline, that is beyond what would be required to comply with the regulations in 34 CFR Parts 364, 365, 366, and 367.

- (c) The State identifies State imposed requirements resulting from the application of any State rule or policy relating to the administration or operation of the programs under Chapter 1. Following are descriptions of the State imposed requirements included in the SPIL, if any:

THERE ARE NO STATE IMPOSED RULES OR POLICIES WHICH APPLY.

3.4 Opportunity for Review and Comment Under State Review Process (34 CFR 76.141-142)

If the SPIL or an amendment to the plan is subject to the State review process, such materials are reviewed, and commented on, in accordance with the provisions of Executive Order 12372. Comments provided through the State review process will be transmitted to RSA.

Section 4: Statewide Independent Living Council (SILC) (Sec. 705(a) and (b) of the Act)

4.1 Composition of the SILC (Sec. 705(b) of the Act; 34 CFR 364.21(b))

(1) State the total number of persons on the SILC.	<i>17</i>
(2) State the number of SILC members with disabilities, as defined in 34 CFR 364.4 (b), and not employed by a State agency or a CIL	<i>14</i>
(3) Is a representative of the DSU an ex-officio, member of the SILC?	<i>YES</i>
(4) State the number of voting members on the SILC.	<i>15</i>
(5) State the number of different disability groups (physical, mental, cognitive, sensory, or multiple) represented by members of the SILC (up to five).	<i>5</i>
(6) Is a CIL director chosen by CIL directors within the State appointed to the SILC?	<i>YES</i>
Does the SILC include representatives from other State agencies that provide services for individuals with disabilities?	<i>YES</i>
(8) Does the council have a voting membership that is knowledgeable about CILs and IL services?	<i>YES</i>
(9) Do Council members provide statewide representation?	<i>YES</i>
(10) Is the Council Chairperson elected from among the voting members of the Council by the voting members of the Council or the Governor, pursuant to section 705(b)(5) of the Act?	<i>YES</i>

4.2 Placement of the SILC
(Sec. 705(a) of the Act; 34 CFR 364.21(a)(2))

The SILC is not established as an entity within any State agency, including the DSU, and is independent of the DSU and all other State agencies. Following is a brief description of the legal status and placement of the SILC:

The Arizona SILC is a Governor's Council established by Executive Order. Members are appointed by the Governor of Arizona.

The Arizona SILC is currently working with the DSU regarding development and implementation of a not for profit 501 (c)(3) status for SILC. A Task Force was established in 1998 to explore the issues. A consultant was hired by the Task Force to conduct a national study on the status of other SILCs and to provide information on the feasibility of creating a freestanding, autonomous SILC in Arizona. Federal and state laws were researched for information that might provide guidelines and/or barriers in creating an autonomous SILC. A survey consisting of five (5) questions was sent to SILC representatives in each state plus the District of Columbia and the U.S. Territories of Pago Pago, Puerto Rico and Guam. (Arizona was excluded from this project.) Even though twelve (12) SILCs had achieved the not for profit status, there were various opinions as to whether having this status does or does not enhance autonomy. The survey results indicated that while there were specific legal procedures to follow when applying for not for profit status, negotiation and creativity are often the guidelines when working towards the goal of becoming an autonomous entity. The report was submitted to the Council in December 1999. SILC subsequently voted to pursue a not for profit 501 (c)(3) status as the Council felt it was important to be an autonomous entity. A plan of action has been developed both by the DSU and SILC. Since that time, RSA has contracted with a consultant to complete the 501-(c)(3) paperwork on behalf of SILC. SILC and the DSU will continue to proceed accordingly.

4.3 Plan for Provision of Resources to the SILC (SILC Budget)
Sec. 705(e) of the Act; 34 CFR 364.21(i))

- (a) In conjunction with the DSU, the SILC will prepare a Resource Plan Attachment 2 (SILC Budget) for the provision of resources, cash or in-kind, including staff and personnel, rent, supplies, telephone expenses, travel, and other expenses (e.g., child care, personal assistance services, and compensation to a member of the SILC, if the member is not employed or must forfeit wages from other employment, for each day the member is engaged in performing SILC duties) that will be necessary to carry out the functions of the SILC during the term of the SPIL.
- (b) The SILC will be responsible for the proper expenditure of funds and the use of resources it receives under the SILC Budget.
- (c) No conditions or requirements are included in the SILC Budget that will compromise the independence of the SILC.

- (d) While assisting the SILC in carrying out its duties under the SPIL, staff and other personnel assigned to the SILC under the SILC Budget will not be assigned duties by the DSU or other agency or office of the State that would create a conflict of interest.

Attachment 2 - Describes the SILC Budget.

Attachment 2 must include a description of the SILC's Budget for the three years covered by the SPIL, including the sources of funds, staff, supplies, and other resources made available under parts B and C of Chapter 1, Part C of Title I of the Act, and from State and other public and private sources, that may be necessary for the SILC to carry out its responsibilities under section 705 of the Act and the SPIL. No conditions or requirements may be included in the SILC's resource plan that may compromise the independence of the SILC. The SILC is responsible for the proper expenditure of funds and use of resources that it receives under the resource plan. The SILC shall, consistent with State law, supervise and evaluate its staff and other personnel as may be necessary to carry out its functions. While assisting the SILC in carrying out its duties, staff and other personnel made available to the SILC by the DSU may not be assigned duties by the designated State agency or DSU, or any other agency or office of the State, that would create a conflict of interest.

Section 5: Designation and Responsibilities of the State Unit(s)

5.1 Designation

(Sec. 704(c) of the Act; 34 CFR 364.22)

The State unit(s) designated to receive, account for, and disburse funds, and provide administrative support services is (are):

THE ARIZONA REHABILITATION SERVICES ADMINISTRATION (ARSA).

5.2 DSU Responsibilities under the SPIL

(Sec. 704 (c) of the Act; 34 CFR 364.22)

The DSU:

- (a) Receives, accounts for, and disburses funds received by the State under Chapter 1 in accordance with the SPIL;
- (b) Provides administrative support services for the part B State IL services (SILS) program and the part C, Chapter. 1, CIL program in a case in which the program is administered by the State under section 723 of the Act;
- (c) Keeps such records and affords such access to such records as the Secretary finds to be necessary with respect to the programs; and
- (d) Submits the SPIL and such additional information or provides such assurances as the Secretary may require with respect to the programs.

Section 6: Staff and Staff Development**6.1 Personnel Administration**

(Sec. 12(c), 704(m) of the Act; 34 CFR 364.23)

- (a) The staff of service providers will include personnel who are specialists in the development and provision of IL services and in the development and support of CILs.
- (b) To the maximum extent feasible, each service provider will make available personnel able to communicate --
 - (1) With individuals with significant disabilities who rely on alternative modes of communication, such as manual communication, nonverbal communication devices, Braille, or audio tape, and who apply for or receive IL services under the SPIL; and
 - (2) In the native languages of individuals with significant disabilities whose English proficiency is limited and who apply for or receive IL services under the SPIL.

6.2 Personnel Development

(Sec. 12(c), 704(m) of the Act; 34 CFR 364.24)

The State assures that service providers will establish and maintain a program of staff development for all classes of positions involved in providing IL services and, if appropriate, in administering the CIL program. The staff development program will emphasize improving the skills of staff directly responsible for the provision of IL services, including knowledge of the IL philosophy.

6.3 Affirmative Action

(Sec. 704(m)(2) of the Act; 34 CFR 364.31)

All recipients of financial assistance under Chapter 1 take affirmative action to employ and advance in employment qualified individuals with disabilities on the same terms and conditions required with respect to the employment of individuals with disabilities under section 503 of the Act.

6.4 Nondiscrimination

(34 CFR 76.500)

No individual will, on the basis of race, color, national origin, gender, age, or disability be excluded from participation in, denied the benefits of, or otherwise be subjected to discrimination under this SPIL.

Section 7: Financial Administration**7.1 General Provisions**

(Sec. 704(m)(3) of the Act; 34 CFR 364.34)

All recipients of financial assistance under Chapter 1 will adopt such fiscal control and fund accounting

procedures as may be necessary to ensure the proper disbursement of and accounting for funds paid to the State under Chapter 1.

7.2 Source of State Funds

(Sections 712(b)(2) and 7(7)(C) of the Act; 34 CFR 365.12, .13 and .14, 367.11, .42)

- (a) The one to nine non-Federal share of the cost of any project that receives assistance through an allotment under part B, Chapter 1 will be provided in cash or in kind, fairly evaluated, including plant, equipment, or services, consistent with 34 CFR 365.13, .14, and .15.
- (b) For the purpose of determining the Federal share with respect to the State, expenditures by a political subdivision of the State will, subject to regulations prescribed by the Secretary, be regarded as expenditures by the State.
- (c) The State may not condition the award of a grant, subgrant, or contract under part B, Chapter 1 or a grant, subgrant, or assistance contract under part C, Chapter 1 on the requirement that the applicant for the grant or subgrant make a cash or in-kind contribution of any particular amount or value to the State. Furthermore, an individual, entity, or organization that is a grantee or subgrantee of the State, or has a contract with the State, may not condition the award of a subgrant or subcontract under part B, Chapter 1 or part C, Chapter 1 on the requirement that the applicant for the subgrant or subcontract make a cash or in-kind contribution of any particular amount or value to the State or to the grantee or contractor of the State.

7.3 Financial Record Keeping

(Sec. 704(m)(4)(A) and (B) of the Act; 34 CFR 364.35)

All recipients of financial assistance under Chapter 1 will:

- (a) Maintain records that fully disclose--
 - (1) the amount and disposition by each recipient of the proceeds of such financial assistance,
 - (2) the total cost of the project or undertaking in connection with which such financial assistance is given or used, and
 - (3) the amount of that portion of the cost of the project or undertaking supplied by other sources; and
 - (4) compliance with the requirements of Chapter 1 and 34 CFR Parts 364, 365, 366, and 367.
- (b) Maintain such other records as the Secretary determines to be appropriate to facilitate an effective audit.

7.4 Access to Financial Records
(Sec. 704(m)(4 & 5) of the Act; 34 CFR 364.37)

All recipients of financial assistance under Chapter 1 will afford access to the Secretary and the Comptroller General or any of their duly authorized representatives, for the purpose of conducting audits and examinations, to all records maintained pursuant to section 7.3 of the SPIL immediately above and any other books, documents, papers, and records of the recipients that are pertinent to the financial assistance received under Chapter 1.

7.5 Financial Reports
(Sec. 704(m)(4)(D) of the Act; 34 CFR 364.36)

All recipients of financial assistance under Chapter 1 will submit reports with respect to records required in section 7.3 of the SPIL, as the Secretary determines to be appropriate.

Section 8: State Administration of Part C Program³

NOTE - THIS SECTION APPLIES ONLY TO §723 STATES.

THIS SECTION DOES NOT APPLY TO THE ARIZONA STATE PLAN FOR INDEPENDENT LIVING AS ARIZONA IS NOT A §723 STATE

8.1 Funds Earmarked to Support CILs
(Sec. 723(a) of the Act; 34 CFR 366.32)

In the second fiscal year preceding fiscal year 2000, the general operations of CILs in the State were supported by the following amounts of earmarked funds:

State Funds _____ Federal Allotment _____

³ (a) To meet the requirements in section 723(a)(1)(B) and (2) of the Act, a **§723 State must submit this section of the SPIL for approval each year** subsequent to the first year of approval to administer the Part C, Chapter 1 program.

(b) Unless the provisions of Attachment 8 are materially changed, submittal of this Section shall not constitute a material revision of the SPIL requiring public hearings or State review under SPIL Section 3.

³ The amount of State funds earmarked by a State to support the general operation of centers does not include: (1) Federal funds used for the general operation of centers; (2) State funds used to purchase services from a CIL, including State funds used for grants or contracts for personal assistance or skills training; (3) State attendant care funds; (4) Social Security Administration reimbursement funds; or (5) funds used to support an entity that does not meet the definition of a CIL in section 702 of the Act, e.g. funds used to support a single disability (If a State or outlying area is operating a CIL pursuant to section 724 of the Act, the funds used to support this CIL can be considered "earmarked" for purposes of section 723(a)(1)(A)(i) of the Act.) or residential facility cannot be counted as earmarked funds.

8.2 State Applies to Administer Part C Program
(Sections 704(h) and 723 of the Act; 34 CFR 366.32)

The director of the DSU hereby applies to award grants or assistance contracts to eligible agencies in the State that comply with the standards and assurances set forth in section 725 of the Act. The grants are to be made from the funds allotted to the State for the planning, conduct, administration, and evaluation of CILs under part C, Chapter 1.

8.3 State administers funds in compliance with §723
(Sec. 704(h) of the Act; 34 CFR 366.32, .35)

- (a) If Section 8.2 is answered in the affirmative, the director of the DSU awards grants or assistance contracts under section 723 of the Act to any eligible agency that was awarded a grant under part C, Chapter 1 on September 30, 1993, unless the director makes a finding that the agency involved fails to comply with the standards and assurances set forth in section 725 of the Act or the director of the DSU and the chairperson of the SILC, or other individual designated by the SILC to act on behalf of and at the direction of the SILC, jointly agree to another order of priorities.
- (b) The State assures that any assistance contracts issued to eligible agencies will not add any requirements, terms, or conditions to the assistance contract other than those that would be permitted if the assistance contract were a subgrant consistent with grants issued by RSA under section 722 of the Act.
- (c) In administering the part C, Chapter 1 program, the State will not enter into any procurement contracts with CILs to carry out section 723 of the Act.

8.4 Monitoring and Oversight.
(§§704(h), 723(g) and (h) of the Act; 34 CFR 366.38)

The State assures that periodic and on-site compliance reviews will be conducted to determine CIL compliance with section 725 of the Act as described in Attachment 3.

Attachment 4 describes the policies, practices, and procedures, which comply with section 723 of the Act, that the State utilizes for awarding continuation and new grants.

ATTACHMENT 4 DOES NOT APPLY TO THE ARIZONA STATE PLAN FOR INDEPENDENT LIVING AS ARIZONA IS NOT A §723 STATE. NO ATTACHMENT IS PROVIDED.

Section 9: Information on Use of Part B, Chapter 1 Funds

9.1 Use of §711 funds in support of §713 purposes
(Sec. 713 of the Act; 34 CFR 365.1)

Part B Funds are to be used only for any one or more of the following purposes (all optional):	Directly by DSU	Grant/Contract	Dollar Amt.
(a) Fund the resource plan for SILC (SPIL Section 4).	<i>N</i>	<i>Y</i>	<i>64,139</i>
(b) Provide IL services to individuals with significant disabilities	<i>Y</i>	<i>Y</i>	<i>\$133,442</i>
(c) Demonstrate ways to expand and improve IL services.	<i>Y</i>	<i>Y</i>	<i>\$100,000</i>
(d) Support the general operation of CILs.	—	<i>N</i>	<i>-0-</i>
(e) Support activities to increase capacity of public or nonprofit agencies and organizations and other entities to develop comprehensive approaches or systems for providing IL services.	<i>N</i>	<i>N</i>	<i>-0-</i>
(f) Conduct studies and analyses, gather information, develop model policies and procedures, and present information, approaches, strategies, findings, conclusions, and recommendations to Federal, State, and local policy makers to enhance IL services.	<i>N</i>	<i>N</i>	<i>-0-</i>
(g) Train individuals with significant disabilities, individuals providing services to individuals with significant disabilities, and other persons regarding IL philosophy.	<i>N</i>	<i>N</i>	<i>-0-</i>
(h) Provide outreach to unserved or underserved populations, including minority groups and urban and rural populations.	<i>N</i>	<i>N</i>	<i>-0-</i>

Attachment 1 describes the uses, objectives, and amounts of part B, Chapter 1 funds supporting each purpose.

Section 10: Outreach

(Sections 704(l) and 713(7) of the Act; 34 CFR 364.32)

The State reaches out to populations, including minority groups and urban and rural populations, that are unserved or underserved by the programs funded under Chapter 1.

Attachment 1 describes the steps that will be taken regarding outreach to populations, including minority groups and urban and rural populations, that are unserved or underserved by the programs

funded under Chapter 1. Attachment 1 also describes populations designated for special outreach efforts and the geographic areas in which they reside (e.g., individuals with significant disabilities residing on land controlled by American Indians.)

Section 11: Extent and Scope of IL Services

(Sections 7(30), 704(e) and 713(1) of the Act; 34 CFR 364.43)

- (a) Attachment 1 describes all IL services to be provided under the SPIL to meet the objectives in Section 10.
- (b) The State provides the following IL core services to individuals and groups of individuals with significant disabilities:
 - (1) Information and referral;
 - (2) IL skills training;
 - (3) Peer counseling (including cross-disability peer counseling); and
 - (4) Individual and systems advocacy,
- (c) The IL core services may be provided directly by the DSU, or through grant or contract. While the State is required to provide these services, it may fund the services using funds from any source, e.g., part B or part C, Chapter 1, State funds, or other funds.
- (d) In addition, the State provides the following IL services to individuals and groups of individuals with significant disabilities⁴:
 - (1) X Counseling services, including psychological, psychotherapeutic, and related services;
 - (2) X Services related to securing housing or shelter, including services related to community group living, and supportive of the purposes of this Act and of the titles of this Act, and adaptive housing services (including appropriate accommodations to and modifications of any space used to serve, or occupied by, individuals with significant disabilities);
 - (3) X Rehabilitation technology;
 - (4) X Mobility training;
 - (5) X Services and training for individuals with cognitive and sensory disabilities, including life skills training, and interpreter and reader services;

⁴ Insert an "X" or check mark for each IL service that will be made available. It is not necessary to insert any projection of numbers of consumers to be served.

- (6) X Personal assistance services, including attendant care and the training of personnel providing such services;
- (7) X Surveys, directories, and other activities to identify appropriate housing, recreation opportunities, and accessible transportation, and other support services;
- (8) X Consumer information programs on rehabilitation and IL services available under this Act, especially for minorities and other individuals with disabilities who have traditionally been unserved or underserved by programs under this Act;
- (9) X Education and training necessary for living in the community and participating in community activities;
- (10) ___ Supported living;
- (11) X Transportation, including referral and assistance for such transportation;
- (12) X Physical rehabilitation;
- (13) X Therapeutic treatment;
- (14) X Provision of needed prostheses and other appliances and devices;
- (15) X Individual and group social and recreational services;
- (16) ___ Training to develop skills specifically designed for youths who are individuals with significant disabilities to promote self-awareness and esteem, develop advocacy and self-empowerment skills, and explore career options;
- (17) ___ Services for children with significant disabilities;
- (18) X Services under other Federal, State, or local programs designed to provide resources, training, counseling, or other assistance of substantial benefit in enhancing the independence, productivity, and quality of life of individuals with significant disabilities;
- (19) ___ Appropriate preventive services to decrease the need of individuals with significant disabilities assisted under this Act for similar services in the future;
- (20) X Community awareness programs to enhance the understanding and integration into society of individuals with disabilities; and
- (21) X Such other services as may be necessary and not inconsistent with the provisions of this Act.

Attachment 1 describes the extent and scope of the IL services identified above, and how they meet

the State's objectives for IL. The attachment also describes any arrangements of grants or contracts made by the State for providing such services.

Section 12: Eligibility, Records, IL Plans, and Notice of Client Assistance Program

12.1 Eligibility for Receipt of Services

(Sections 7(15)(B) and 703 of the Act; 34 CFR 364.51)

- (a) Individuals with significant disabilities are eligible for services provided under the SPIL.
- (b) To be eligible, an individual is one:
 - (1) Who has a significant physical, mental, cognitive, or sensory impairment;
 - (2) Whose ability to function independently in the family or community or whose ability to obtain, maintain, or advance in employment is substantially limited; and
 - (3) For whom the delivery of IL services will improve the ability to function, continue functioning, or move towards functioning independently in the family or community or to continue in employment.

12.2 Consumer Service Record

(Sections 704(m)(4)(B), 725(c)(8) of the Act; 34 CFR 364.53)

A consumer service record (CSR) will be maintained for each consumer of services, other than information and referral, which will contain documentation that the consumer is eligible or ineligible for IL services, the information required for the annual performance report under 34 CFR 364.36 and 366.50(h), and an IL plan (ILP) or a waiver as described in SPIL Section 13.3.

12.3 IL Plans

(Sec. 704(e) and 725(c)(14) of the Act; 34 CFR 364.52)

The State provides IL services under Chapter 1 to individuals with significant disabilities in accordance with an ILP mutually agreed upon by an appropriate staff member of the service provider and the individual, unless the individual signs a waiver stating that such a plan is unnecessary.

12.4 Notice about the Client Assistance Program

(Sections 20 and 704(m)(1) of the Act; 34 CFR 364.30)

All recipients of financial assistance under Chapter 1 that provide services to individuals with significant disabilities advise those individuals seeking or receiving IL services about the availability of the Client Assistance Program under section 112 of the Act, the purposes of the services provided under such program, and information on the means of seeking assistance under such program.

Section 13: Statewide Network of Centers for Independent Living (CILs)**13.1 Network Design**

(Sec. 704(g) of the Act; 34 CFR 364.25(a))

The State has developed a design for the establishment of a statewide network of CILs that comply with the standards and assurances set forth in section 725 of the Act.

13.2 Unserved and Underserved Areas and Priorities

(Sec. 704(g) of the Act; 34 CFR 364.25(b))

(a) The network design:

- (i) identifies unserved and underserved geographic areas of the State; and
- (ii) includes an order of priority for the establishment of CILs in those areas.

Attachment 1 describes the design for the establishment of a statewide network of CILs and the order of priorities for the establishment of new CILs. This attachment should be visionary. If the State believes the network is complete, the attachment describes the network, including how it complies with §725 of the Act. future plans for expansion of the network to serve populations that are currently unserved or underserved.

Section 14: Communication, Cooperation, and Coordination

(Sections 704(I-k) of the Act; 34 CFR 364.26 and .27)

(a) The State takes steps that maximize the communication, cooperation, coordination, and working relationships among --

- (1) the SILS program, the SILC and CILs; and
 - (2) the DSU, other State agencies represented on the SILC, other councils that address the needs of specific disability populations and issues, and other public and private entities, including Indian Tribal Councils, determined to be appropriate by the SILC.
- (b) The State ensures that services funded under Chapter 1 will complement and be coordinated with other services to avoid unnecessary duplication with other Federal, State, and local programs, including the IL program for older individuals who are blind funded under Chapter 2 of Title VII.
- (c) The State coordinates Federal and State funding for CILs and SILS.

Section 15: Evaluation Plan

(Sec. 704(n) of the Act; 34 CFR 364.38)

- (a) The State establishes a method for the periodic evaluation of the effectiveness of the SPIL:
 - (1) In meeting the State's objectives and timelines for meeting those objectives;
 - (2) In the satisfaction of individuals with disabilities; and
 - (3) In meeting the objectives established in Section 9 of the SPIL.
- (b) The State agrees to annually submit the results of DSU and SILC evaluation activities, including the most recent evaluation of Title VII consumer satisfaction, with the annual performance report to RSA.

ATTACHMENT I - GOALS, MISSIONS, AND OBJECTIVES

Goals, Missions, and Objectives

During the third year of the 1999 – 2001 State Plan for Independent Living (SPIL), SILC and ARSA initiated the planning process for development of the 2002 – 2004 SPIL. A series of facilitated strategic planning sessions during 2000/2001 began with a two-day SILC planning retreat in October 2000. A majority of SILC members, the ARSA Administrator and ARSA ILRS Coordinator participated. Accomplishments, goals, and objectives from the prior year (Attachment 9 of 1999-2001 SPIL) were reviewed to determine the status and outcome of each objective and activity under the prior SPIL. SILC and ARSA have attempted to make the strategic planning process and resulting goals, objectives, and action plan as inclusive of all independent living entities and organizations as possible; however, the SPIL goals and objectives are not intended as proscriptive upon any organization or council.

After evaluating the eleven goals from the 1999-2001 SPIL, SILC and ARSA participants developed a new set of goals and objectives, encompassing five key focus areas. Development of objectives, activities, and evaluation criteria for the key goals continued during a follow-up planning session held in January 2001, and resulted in the following set of goals, objectives, activities and evaluation measures.

A discussion of the new goals and objectives follows, with a chart containing the actual measures on Attachment 1, pages 4 through 9. Footnote references to applicable Preprint Assurances, Sections and Mandatory Areas to be addressed in Attachment 1 are provided throughout the SPIL. The first key areas of Attachment 1 are the goals and objectives of the SPIL:

Goal 1: To assure that the SILC operating structure maximizes efficiency and effectiveness¹.

This goal is specific to the operation and funding of the SILC, and contains objectives relating to ongoing internal management and budgetary issues, and well as establishing objectives to increase ethnic and other types of diversity within the SILC membership. The SILC recognizes that diversity of membership is essential to the growth and development of a SILC that truly represents a statewide population of individuals with disabilities.

Goal 2: To Continue CIL Network². This goal encompasses four objectives, including continuing the development of CILs, establishing a core funding level for all CILs, promoting the use of technology for independent living, and increasing best practices through identification of innovative service providers.

Objective 1: To continue the development of CILs uses program evaluation methods such as analysis of current and needed IL services and resources, CIL self assessment tools, and IL focus groups, to target expansion of the CIL network to identified geographic areas and demographic populations.

Objective 2: To establish a baseline for core funding for each CIL, uses a research activity to identify how other states are recommending distribution of new CIL funding (when available) as a means to identify a formal strategy for Arizona. In addition, the SILC will set a baseline funding level for all Arizona CILs, based on criteria developed in cooperation with the CILs.

¹ See Attachment 2. It describes the SILC Budget for the Statewide Independent Living Council (SILC), as required by Section 4 of the SPIL

² See later in Attachment 1 a description of plans for developing a Statewide Network of CILs, as required by Section 13 of the SPIL

Objective 3: To support and promote use of existing information and technology for Independent Living.

This objective addresses the need for increased awareness and utilization of technology by consumers, CILs and the ILRS Program. SILC has supported the creation of an Internet based CIL, the CyberCIL, and continues to promote and encourage innovative efforts such as CyberCIL. Other activities under this objective include specific initiatives by the ARSA independent living programs (ILRS and the Chapter 2 Arizona Title VII Chapter 2 Independent Living Services for Older Individuals Who are Blind Project) to increase consumer and staff use of Internet based access to the state programs. These activities are ongoing throughout ARSA and reflect an increased awareness by the agency of the importance of technology for consumers as well as staff.

Objective 4: To continue to identify best practices IL service providers for innovative program

accomplishments is a set of research and training activities designed to improve the quality of independent living services offered through contract providers and directly by CILs and ARSA.

Goal 3: To create and implement an advocacy and education system to address IL issues.³ This goal deals with a basic tenet of Independent Living philosophy; the need for partnership and advocacy on a systems level to change and improve the lives of persons with disabilities.

Objective 1: To establish partnerships with other organizations to identify and work issues together.

This objective identifies a strategic aspect of systems advocacy; partnership and cooperation with other disability organizations and groups in the community. Activities under this objective call for increased communication and collaboration among single focus disability councils such as the Governor's Council on Blindness and Visual Impairment (GCBVI), the Governor's Council on Spinal and Head Injuries (GCSHI), cross disability councils and organizations such as SILC, the CILs and the ILRS program, and legislative advocacy groups such as the Developmental Disabilities Legislative Consortium (DD Legislative Consortium), which tracks local and national legislation relating to all disability groups. In addition, the Consortium of Administrators of Native American Rehabilitation (CANAR) is a key partner in IL advocacy efforts targeted to Native American and tribal entities in Arizona. Most importantly, activities under this objective clearly call for mutual cooperation from all parties.

Goal 4: To conduct comprehensive outreach and education to underserved and unserved populations, including American Indians on the Reservations.⁴

Goal 4 addresses outreach to underserved and unserved populations, including American Indians, and includes research activities to first identify other underserved and unserved populations, then prioritize needs of these populations.

Objective 1: To conduct comprehensive outreach and education to unserved and underserved populations about IL philosophy, services, programs and legal rights.

This objective deals with ongoing efforts on the part of SILC, the CILs, the ARSA ILRS and Arizona Title VII Chapter 2 Independent Living Services for Older Individuals Who are Blind Program, and the Navajo Nation IL Program, to bring information regarding IL services and concepts to individuals with disabilities who have not traditionally been exposed to or benefited from the independent living movement. The goal of outreach by the above entities is always focussed on attempting to bring enough education and understanding to local individuals and communities so that grassroots organizations can grow from the outreach efforts.

³ See later in Attachment 1 for a fuller discussion of Cooperation, Coordination and Working Relationships Among Various Entities which is required by Section 14 of the SPIL

⁴ See later in Attachment 1 for a fuller description of Outreach to Unserved or Underserved Populations and Minority Groups; which is required by Section 10 of the SPIL

Goal 5: To establish a comprehensive understanding of IL resources in Arizona⁵. This goal addresses the broad topic of identifying and assessing quality of life issues for consumers in Arizona, within the context of IL philosophy and available resources and services.

Objective 1: To collect information and report on IL programs and services for people in Arizona. Using consumer service record (CSR) data analysis, needs assessment and consumer satisfaction survey methods, the activities under this objective focus on beginning the process of creating a more complete picture of the scope of IL services currently delivered by the CILs, the ARSA ILRS and Arizona Title VII Chapter 2 Independent Living Services for Older Individuals Who are Blind Programs, the Section 121 Projects, and other entities. Evaluation of findings from the various methods used to collect information will be used to determine underserved/unserved areas, as well as duplication of services, or areas in which increased collaboration among agencies and organizations may need to occur.

⁵ See Attachment 3, which describes the Evaluation Plan that is required by Section 15 of the SPIL. Also see: Attachment 1 for a fuller description of the Extent and Scope of Independent Living Services as required by Section 11 of the SPIL and Information on the use of Chapter 1, Part B funds for services described in Section 9 of the SPIL

Action plans for implementing Goals and Objectives

Goal 1: To assure that the SILC operating structure maximizes efficiency and effectiveness.

Objective 1: Manage ongoing budgetary needs

Action	Responsible Party	By When
Develop SILC operating budget plan for FY 2002, 2003	Resource Committee - Lead	06/30/01
Reassess operating budget	Resource Committee - Lead	12-31-01
Modify three year budget plan	Resource Committee - Lead	06-30-02
Develop SILC operating budget plan for next three year cycle	Resource Committee - Lead	06-30-03

Evaluation: Yearly audit or fiscal report.

Objective 2: Ensure diversity and balance of SILC membership.

Action	Responsible Party	By When
Measure diversity of SILC membership (compare demographics)	Executive Committee - Lead	03/02/01
Nominate new members that increase diversity and balance	Executive Committee - Lead-	12-31-02

Evaluation: Increase diversity of SILC membership (ethnic, gender, statewide population, disability, and background/experience).

Goal 2: To continue CIL network

Objective 1: To continue the development of CILs.

Action	Responsible Party	By When
Analyze U of A Dr. McAllen Report	Planning & Evaluation - Lead	03/01/01-05/30/01
Analyze CIL self assessments	Planning & Evaluation -Lead	10/01/01-03/01/02
Plot the number of clients and type of request, need by zip code via CILS	Planning & Evaluation - Lead	03/02/02-06/01/02
Summarize gaps in services by need and geographic area	Planning & Evaluation - Lead ILRS - Participate CILs - Participate SVCS F/T B&VI – Review/Information GCSHI – Information	06/02/02-09/30/02

Evaluation: Reaching implementation target dates. Evaluation from SILC.

Objective 2: To establish a baseline of core funding for each CIL.

Action	Responsible Party	By When
Research other states regarding distribution of new funds for operating CILS	Planning and Evaluation - Lead	03-31-02
Identify baseline funding for all CILs	Planning and Evaluation - Lead	06-30-02
Identify strategy for distributing new funds	Planning and Evaluation - Lead	04-01-02

Objective 3: To support and promote use of existing information and technology for Independent Living.

Action	Responsible Party	By When
Support and promote use of existing CyberCIL	Executive Committee - Lead	01-01-01
Support increased use of information technology for consumers, including access to online applications for ILRS Program services, email to communicate with ILRS field staff, and access to the Internet via Resource Room PCs.	ARSA - Lead ILRS - Participate SVCS F/T B&VI - Review/Information	12-31-01
Support increased use of information technology for ILRS field staff, including email and Internet access.	ARSA - Lead ILRS - Participate SVCS F/T B&VI - Review/Information	10-01-01

Objective 4: To continue to identify best practices IL service providers for innovative program improvements.

Action	Responsible Party	By When
Develop methodology to identify innovative practices nationwide	Executive Committee - Lead ILRS - Participate CILs - Participate SVCS F/T B&VI - Review/Information GCSHI - Information	06/30/02
Provide training for best practices identified	Executive Committee - Lead ILRS - Participate CILs - Participate SVCS F/T B&VI - Review/Information GCSHI - Information	09/30/02

Evaluation: Reaching implementation target dates. Evaluation from SILC on the program.

Goal 3: To create and implement an advocacy and education system to address IL issues.

Objective 1: To establish partnerships with other organizations to identify and work issues together.

Action	Responsible Party	By When
To establish component in the system to address issues at local, state, and national levels.	Public Policy Committee - Lead	10/01/01-09/30/04
Identify issues, prioritize and develop a yearly advocacy agenda for the local, state and national levels	Public Policy Committee - Lead	10/01/01-09/30/04
Collaborate with other disability groups to identify key legislative issues affecting independent living	Public Policy Committee - Lead ILRS - Participate CILs - Participate SVCS F/T B&VI – Review/Information GCSHI - Information GCBVI - Information DD Legislative Consortium - Information CANAR - Information	10/01/01-09/30/04
Communicate issues to other advocacy organizations	Public Policy Committee - Lead ILRS - Participate CILs - Participate SVCS F/T B&VI – Review/Information GCSHI - Information GCBVI - Information DD Legislative Consortium - Information CANAR - Information	10/0101-09/30/04
Work with other organizations to partner and on mutually advantageous legislative outcomes	Public Policy Committee - Lead ILRS - Participate CILs - Participate SVCS F/T B&VI – Review/Information GCSHI - Information GCBVI - Information DD Legislative Consortium - Information CANAR - Information	10/01/01-09/30/04

Evaluation: Through targeted implementation dates and success of advocacy.

Goal 4: To conduct comprehensive outreach and education to unserved/underserved populations including American Indians on the Reservations.

Objective: 1 To educate unserved/underserved populations about IL philosophy, services, programs and legal rights.

Action	Responsible Party	By When
Survey different groups with disabilities	Outreach - Lead CILs – Participate ILRS - Participate SVCS F/T B&VI – Review/Information GCSHI - Review/Information GCBVI - Review/Information Section 121 Projects - Review/Information	11/01/00- 02/28/01
Identify method to identify unserved/underserved populations	Outreach Committee - Lead CILs – Participate ILRS - Participate SVCS F/T B&VI – Review/Information GCSHI - Review/Information GCBVI - Review/Information Section 121 Projects - Review/Information	10/01/01- 04/30/02
Implement method to identify populations	Outreach Committee - Lead	07-01-02 - 04/30/02
Analyze and prioritize needs	Outreach Committee - Lead	04/30/02- 05/31/02
Establish system(s) of conducting outreach	Outreach Committee - Lead	06/01/02- 07/31/02
Identify and contact partners in targeted communities	Outreach Committee - Lead	06/01/02- 07/31/02
Implement outreach in targeted communities	Outreach Committee - Lead	08-01-02- Ongoing
Evaluate effectiveness	Outreach Committee - Lead	09/01/02- Ongoing

Evaluation: Through implementation target dates and effectiveness of outreach efforts.

Goal 5: To maintain a comprehensive understanding of IL resources in Arizona.

Objective 1: To collect information and report on quantity and quality of services on IL programs and services for people in Arizona.

Action	Responsible Party	By When
Identify IL resources - definition	Planning & Evaluation - Lead ILRS - Participate CILs - Participate SVCS F/T B&VI – Review/Information GCSHI - Information GCBVI - Information	06/01/01- 09/30/01
Collect information in communities regarding #1, 2	Planning & Evaluation Committee - Lead ILRS - Participate CILs - Participate SVCS F/T B&VI – Review/Information GCSHI - Information GCBVI - Information	06/01/01- 04/30/02
Assess, analyze, evaluate information	Planning & Evaluation - Lead ILRS - Participate CILs - Participate SVCS F/T B&VI – Review/Information GCSHI - Information GCBVI - Information	05/01/02- 07/31/02
Based on definitions, identify unserved/underserved populations (maybe contract or intern) (categories-type of disability, region, ethnicity. Goal 4)	Planning & Evaluation Committee - Lead	10/01/01- 04/30/02
Maintain reporting system(s) to share with partners, communities and make policy decisions	Planning & Evaluation - Lead	08/01/02- Ongoing

Evaluation: Through implementation target dates; who is using the information; and how valuable it is in driving policy decisions.

Public Hearings

(Sections 17, 704(m)(6) of the Act; 34 CFR 364.20(g), (h))

Summary of Comments Received At Public Hearings: April 2001 – May 2001

The SILC and ARSA collaborated to hold three public hearings across the state, in Phoenix (central Arizona), Cottonwood (northern Arizona), and Tucson (southern Arizona). The format of these hearings included a brief presentation by the SILC Chair and the ILRS Coordinator, to explain the purpose of the State Plan for Independent Living (SPIL), the major components of the SPIL, and the SPIL Goals and Objectives developed by the SILC, ARSA, and the CILs. Sign language interpreters were available at each site, and all print materials provided during the hearing were available in large print and braille versions at the hearing. Input and discussion were solicited from attendees throughout the hearing. Comments are summarized below.

- One participant questioned SPIL Goal 1, which pertains to the SILC obtaining 501(c)(3) not for profit status. The participant inquired if the money raised by SILC would go to the CILs and if the SILC and the CILs would be in competition for grant monies. Another participant stated that more funding is needed to cover independent living services in the state.
- A concern was expressed by a participant regarding the manner in which the independent living philosophy is presented by the media. In the opinion of this individual, if the independent living philosophy was presented in the right way to people who are able to donate money, the needed money could be obtained. This individual reiterated that independent living philosophy should be “sold in the right way” in order to receive more funding from governmental agencies and private organizations. Another commentator stated that he felt that advocacy was getting out and shaking hands within the community to develop partnerships in the community.
- A participant raised a concern regarding his perception of the exclusion of individuals with mental health issues from the independent living movement. The participant stated that within the mental health arena, independent living philosophy is called “recovery” and believing in yourself is part of recovery. He stated that part of the inability of mental health consumers to get well is the fact that society strongly stigmatizes individuals who are mentally ill. In this commentator’s opinion, the current mental health system does not deal with stigma, socialization, or recreational issues. He stated that the public needs to be educated so that they will have a more positive image of individuals with mental illness. Another participant stated that partnering with consumers of mental health services and involving them in the independent living movement would be a positive move toward more inclusion of this disability group by the independent living centers and programs.
- Concern was expressed by several commentators regarding the need for more independent living centers in the southern part of the state, specifically Douglas, Sierra Vista, Bisbee, Benson, Wilcox, and Tombstone. These were portrayed by commentators as underserved areas in southern Arizona, where individuals must travel 2 to 3 hours to Tucson to receive services. To this issue, a participant stated that contacting a local congressman would be an excellent way to obtain feedback on how to work with the Judiciary Office and the Mental Health Department in regards to starting an Independent Living Center in Southeastern Arizona. Another participant stated that members of a community need to come together in a grassroots action to start a center, then go forward by bringing the community in to support the center financially and otherwise.
- A participant inquired if SILC had a plan to do outreach. Another participant asked if SILC had contacts regarding outreach with other agencies, such as Vocational Rehabilitation and the Social Security Administration. There were several comments regarding providing independent living services/outreach to Native Americans residing on tribal lands. Two commentators emphasized the difficulties of outreaching services to tribes; these included obtaining tribal permission to serve individuals residing on tribal lands, language

and cultural barriers with older or traditional tribe members, the lack of other basic social services, and the distances involved in going to and from rural and isolated tribal lands. A third participant stated that the Southeastern Arizona Social Security Office has two Native American employees who work with the Tohono O'Odham Nation (south/central Arizona). It was suggested they be contacted regarding outreach to Native Americans in Arizona.

- Another participant suggested that since many Arizona cities have a local mayor's committee on disability issues, those committees might be a resource for outreach on independent living. A commentator stated that she had a conversation with military personnel and was informed that because of the health care and the climate in Arizona, many military families with disabilities are sent to bases in Arizona, specifically southern Arizona, and perhaps this could be an outreach area.

University of Arizona Independent Living Focus Groups

In addition to several public hearings on the SPIL, the SILC also contracted with the University of Arizona to provide a series of focus groups on independent living issues with the goal of obtaining more in depth knowledge of independent living needs in Arizona. An excerpt from the final report follows:

Faculty from the University of Arizona, Department of Special Education, Rehabilitation and School Psychology were contracted by the SILC to conduct four small focus groups consisting of 8-10 consumers with disabilities in the three Arizona state regions and on the Navajo Nation. Sampling issues and time constraints resulted in six groups of varying sizes located in Tucson, Yuma, Phoenix and Flagstaff with a total of 51 participants. The sample group reflected the population of Arizona in many important ways (i.e. gender, ethnicity, & location). Potential participants were told that the final summary report would be used to help shape future policies, funding, and programming related to independent living.

Persons with disabilities were invited to participate in special focus groups assessing their independent living needs and awareness. The focus group methodology was selected primarily because the process provides a wealth of detailed information that other research methods do not. Focus groups can effectively provide a clearer picture of a complex issue. For this study, participants completed a small demographic information sheet followed by an open discussion centered on the following questions (developed with the assistance of the SILC):

- Ideally, what would it take for you to live independently in your community? What are some challenges you face in living independently? What do you believe are major causes of these challenges?
- What do you know about services available to you in Arizona to assist you in living independently?
- What additional services would help you live more independently in your community? What are some dreams/wishes related to IL services?
- What would it take for these services to become available in your community?
- How could you participate in the process of making these changes in your community?
- If the Governor were sitting in this room right now, what would you like to say to her about your life as a person with a disability here in Arizona?

Responses to the initial telephone calls inviting persons to participate ranged from enthusiastic to apathetic. Considerable effort was made to encourage participation by solving transportation challenges. During the phone conversations, the facilitators noted feelings of loneliness, helplessness, and isolation among some of the potential participants. Final analysis of qualitative data revealed the following seven themes:

Affordable/Non-Affordable Services for Persons with Disabilities: “ I can’t afford these services because I am on disability...and on disability you have to be poor. I worked all my life and bought my own home and car. Now they tell me you have to have nothing to be able to get any services. I stopped looking at the system because it gets too depressing.”

Architectural Barriers: “In (another state), every street had sidewalks and curb cuts at both ends.”

Attendant Care: “Being able to get attendant care without having to be totally poor. Trying to get attendant care and someone to come into the house to do things for me for a couple of hours (is difficult).”

Attitudes of Non-Disabled Persons toward Persons with Disabilities: “I know that when I go shopping at the mall, I come in with my white cane and make out my large print check, the clerk will ask me for my driver’s license. They often don’t know what a white cane is for.”

Employment: “Let (the Governor) know that we are here and we can work. I can do anything I did before except drive. I can do everything but it takes me a lot longer. They can still do it but it takes longer and they need special equipment. It would make for a better worker because we know that we need a job. Whether it’s the government or the private sector, they should know these things.”

Available Services for Persons with Disabilities: “Having some kind of accessible network. People you are going to see first after you get disabled. Most of us who are disabled, the doctor can diagnose, but doesn’t know where to send you. They send you home and you don’t have any information. You can’t rely on the person who is newly diagnosed to be an advocate; many of us took years to learn. We don’t know the places.”

Problems with Transportation: “Affordable, accessible taxis and vans don’t guarantee rides. You can’t live life when these services take 2-3 days to schedule.”

Many persons who responded to the initial questionnaire seemed to define the phrase “Independent Living” in terms of a strong emphasis on the word “Independence.” This may reflect cultural values against dependence, but negate options for interdependence. Desire to change attitudes towards persons with disabilities surfaced as a primary request in this study. Participants seemed to spend a lot of time talking about how the environment (including people, architecture, transportation, etc.) prevents them from living as a fully independent person. Therefore, most of the solutions targeted making changes in the environment. When pressed to expand more on the questions related to personal responsibility for making changes, some participants indicated that they had written many letters, served on committees and attempted to regularly inform others of problems caused by the other person’s actions. Others indicated that they wished they could do more. Most participants felt that the Independent Living Centers provided important networking and educational services. Others indicated that the resource information was often outdated or inappropriate. Finally, several participants indicated that they did not consider themselves “disabled”

and did not like participating in disability-oriented activities or services.⁶¹

Mandatory Area 1: Extent and Scope Of Independent Living Services

(From Section 11: Extent and Scope of Independent Living Services)

The ARSA provides the following core services for independent living to individuals and groups of individuals with significant disabilities:

(1) Information and referral;

The Centers for Independent Living (CIL) provide significant information and referral services within the communities that they serve, including: websites with information on independent living and disability topics; compilation and dissemination of information regarding CIL services and local community resources; responses to one-time callers/visitors; publishing newsletters and survival guides, and referral to community agencies and programs. Information and referral services are also always provided to those individuals for whom an independent living plan (ILP) is developed.

The ARSA ILRS staff provide I&R services to individuals served within the Independent Living Rehabilitation Services (ILRS) program. Staff also make community presentations and provide information to local agencies and groups. ILRS staff in Phoenix and Flagstaff also provide information and referral as part of monthly peer support/peer mentoring groups. In addition, ARSA has contracts with providers of statewide information and referral services to provide disability related I&R services to the public. Community Information and Referral Services (CIRS) provides a specialized "Disabilities Helpline" for information on agencies, support groups and businesses that serve persons with disabilities. These telephone help lines use 1-800 numbers, and are available to the public twenty-four hours a day.

For consumers of the ARSA Chapter 2 Older Individuals Who are Blind Program, the Directory for Services for persons who are blind or visually impaired is updated yearly by ARSA and provided to consumers through Tier 1 Orientation to Disability trainings, by individual requests, or through community service providers and agencies serving the blind or visually impaired.

The Governor's Council on Spinal and Head Injuries (GCSHI) provides a variety of brochures, inserts, and information cards relating to spinal cord injury (SCI) and traumatic brain injury (TBI), covering a range of topics; including prevention of spinal cord injury secondary conditions, and identification of mild head trauma and subsequent symptoms. These I&R tools are targeted to consumers, medical and rehabilitation professionals. All brochures include current contact information for ARSA ILRS and Vocational Rehabilitation Programs.

The ARSA website (<http://www.arsa.org>) provides information on ARSA services and programs, in addition to links to other disability-related sites. The ILRS staff person updates information for ILRS and both SILC and the ARSA respond to e-mail received from consumers and other interested parties.

Online local and national information and referral are also provided via CyberCIL, an innovative Internet based independent living program which provides services typically available through CILs. The Statewide Independent Living Council (SILC) also sponsors Outreach workshops throughout the State each year to provide public information on independent living and to generate interest in disability issues and services.

⁶ From Focus Group Study Executive Summary - McAllan, Porter & Torres, April 2001. See Focus Group Study Final Report for full description.

(2) Independent living skills training;

The CILs in Arizona provide training in independent living skills including: independent travel, home management, self care, and self advocacy both under contract to ARSA and with Part C grant funding and other funding.

The ARSA contracts for rehabilitation instructional services (RIS) with the CILs and other Community Rehabilitation Programs, and independent service providers for consumers of the Independent Living Rehabilitation Services (ILRS) program. Under the Chapter 2 Independent Living Services for Older Individuals Who are Blind Program, the ARSA employs and contracts with rehabilitation teachers for the blind, who provide these and other instructional services to individuals who are blind or visually impaired. In addition, the Navajo Nation Office of Special Education and Rehabilitation (OSERS) Independent Living Program provides a range of independent living services, including independent living skills training, to individuals with disabilities residing on the Navajo Nation. Funding for these services are provided through the Navajo Nation Handicapped Trust Fund.

(3) Peer counseling (including cross-disability peer counseling);

CILs provide opportunities for individuals with significant disabilities to meet to discuss independent living issues, to solve problems, to share information, to provide each other encouragement and to teach self-advocacy and survival skills. CILs provide both peer counseling and peer mentoring programs. In addition, they train individuals with disabilities to be peer mentors. ABIL, the CIL serving the greater Phoenix area, has initiated a successful early intervention program using a peer counseling approach to provide peer support to individuals who are newly injured. The ARSA contracts with the CILs to provide and expand peer mentoring and counseling services. ILRS staff also facilitate several peer counseling and cross-disability support groups for individuals involved in agency services, family members and other interested consumers within their respective communities.

(4) Individual and systems advocacy;

CILs teach individual advocacy skills both formally and through peer mentoring programs. System advocacy is done through workshops, technical assistance to agencies and groups, legislative reviews and monitoring, media events, etc. The CILs work with the Arizona Center for Disability Law, Client Assistance Program, on systems advocacy projects. CILs have a strong focus on involving consumers/peer mentors as experts in system change and community advocacy.

The ARSA ILRS staff provide advocacy for consumers as part of their counseling responsibilities. ARSA staff works with the Arizona Long Term Care Services (ALTCS) to advocate for consumers ensure that they receive all of the services to which they are entitled and to expand coverage for services such as home modifications and durable medical equipment.

The SILC has taken a proactive role in the implementation of the United States Supreme Court Olmstead v. L.C. and E.W. Decision at the state level. This 1999 decision involved interpretation of the ADA prohibition against discrimination against persons with disabilities and specifically requires states to provide services in the most integrated settings. SILC, ARSA and CIL staff have participated in the Arizona task force dealing with this issue. The SILC coordinates its activities with other Councils whose mission is also to advocate for the concerns of persons with disabilities, specifically: the State Rehabilitation Council (SRC), the Governor's Council on Spinal and Injuries (GCSHI), and the Governor's Council for the Blind and Visually Impaired (GCBVI).

In addition, the Arizona ILRS Program provides the following additional independent living services to individuals and groups of individuals with significant disabilities:

Counseling services, including psychological, psychotherapeutic, and related services;

Both Arizona Rehabilitation Services Administration (ARSA) and Centers for Independent Living (CILs) provide counseling services when necessary to help an individual achieve greater independence in the family or community in the areas of self-care, communication, mobility, or living more independently.

Professional counseling services are purchased by ARSA only in special need situations. Such services are used to assist an individual in adjusting to disability or to achieve IL goals. ARSA policies for the provision of this service include the following proviso: ARSA provides treatment geared toward the reduction or resolution of issues related to disability and resulting functional limitations within a reasonable period of time. This service is not intended to provide long term mental health treatment.

Services related to securing housing or shelter, including services related to community group living, and supportive of the purposes of this Act and of the titles of this Act, and adaptive housing services (including appropriate accommodations to and modifications of any space used to serve, or occupied by, individuals with significant disabilities);

The ILRS, Navajo OSERS Independent Living Program, ABIL, DIRECT, SMILE, and ASSIST! To Independence assist consumers in modifying their homes in order to maintain independence at home (barrier removal). ARSA and the CILs also assist persons with disabilities to find adequate housing and to provide advocacy when necessary. The CILs receive separate funding, usually from a local or city housing grant to assist in providing these services. The advocacy provided includes training of consumers in fair housing rights.

ARSA's policies are that this service may be provided only when economic need has been established and only as a rehabilitative service necessary to reach a pre-identified goal of achieving greater independence in the family or community in the areas of self-care, communication, mobility, or living more independently

Neither the ARSA nor the CILs provide housing or directly secure housing for individuals with disabilities.

Rehabilitation technology;

The Arizona Technology Assistance Project (AzTAP) is the recipient of Arizona's technology grant. It has established several regional resource centers, one of which is located at ASSIST! To Independence. AzTAP has close links with many community agencies, the CILs and ARSA.

The CILs include information and access to technology as a strong component in their information and referral services to the public. Training in the use of this technology is often included in ILP independent living skills training.

The ARSA provides rehabilitation technology information and referral services to its consumers. The staff person charged with coordinating and supporting rehabilitation technology efforts and expanding services in this area for both the VR and ILRS programs works closely with the AzTAP. ARSA also purchases assistive technology goods and services. Policies restrict the amount and cost of rehabilitation technology services that can be provided as follows: ARSA provides electronic or mechanical equipment or hardware to improve or substitute for one or more of a person's senses or for impaired mobility or motor coordination. Included services are: computer adaptations (software and hardware), decoders, other assistive listening devices, signaling devices, and telecommunication devices (modems, speech synthesizers) and industrial style respirators/air filters. These services are provided only when economic need has been established. Agency financial participation is limited because of budget limitations, to make Program services available to a wide range of clients and to ensure maximum participation by clients in their own rehabilitation.

Mobility training;

The CILs provide training in independent travel. This includes map reading, bus travel, information and referral services, etc. Independent travel is part of the independent living skills training that is provided to individuals with an ILP. This service may be provided by peer mentors or by IL Skills Trainers for all individuals, with the exception of those individuals who are blind and visually impaired.

The ARSA is a direct provider of orientation and mobility training for individuals who are blind/visually impaired. ARSA also purchases this service from community providers. Orientation & Mobility (O&M) instructors must be certified and meet specific educational and experiential requirements.

Navajo OSERS also provides orientation and mobility services to its blind and visually impaired consumers via staff and contractors.

Services and training for individuals with cognitive and sensory disabilities, including life skills training, and interpreter and reader services;

The ARSA purchases rehabilitation instructional services for individuals with cognitive and sensory disabilities. Training may be provided in alternative and adapted communication. This training includes training in Braille and American Sign Language. Interpreter and reader services are made available only as a support while the individual is involved in other rehabilitation services.

Personal assistance services, including attendant care and the training of personnel providing such services;

The CILs are involved in training personal assistants, in training consumers to manage personal assistants, and in referral and matching services.

The ARSA does not train personal assistants but it does provide instruction for consumers on how to manage personal assistants, by means of provider contracts. ARSA does assist individuals in paying for PAS services during a rehabilitation program and/or provide information and referral services to consumers who need PAS. ARSA policies include, in part, the following; paid personal assistance services are support services. The ILRS Program will contribute to the cost of these services only as necessary to permit a client to be engaged in other ILRS services. Because of the unique relationship between a disabled individual and his/her attendant, it is allowable to pay the client for the cost of the personal assistance services. If the payment is made to the client, it is his/her responsibility to obtain a billing statement and to forward the same to the counselor for documentation purposes. Personal assistance services while a client is in travel status will be provided as necessary. Besides payment of attendant care services, the counselor may also provide for the attendant's per diem expenses. Whenever possible, alternative arrangements must be made to avoid these expenses.

Surveys, directories, and other activities to identify appropriate housing, recreation opportunities, and accessible transportation, and other support services;

The CILs do surveys, provide directories and identify appropriate housing, recreation opportunities, accessible transportation and other support services as part of their information and referral and outreach activities as well as their ILP services. Directories are generally available online as well as in printed format.

ARSA provides consumers with information and referrals to these services as part of their counseling responsibilities.

The ARSA Directory for the Blind and Visually Impaired is updated annually by the Independent Living for Arizona Title VII Chapter 2 Independent Living Services for Older Individuals Who are Blind Project Director, and widely

distributed in print format. New Horizons ILC publishes a Northern Arizona Resource Directory, available in print or online.

Consumer information programs on rehabilitation and independent living services available under this Act, especially for minorities and other individuals with disabilities who have traditionally been unserved or underserved by programs under this Act;

The ARSA, CILs and the SILC all provide consumer information about the programs and services available under this Act. This is done through the use of brochures, forums, and targeted outreach activities. All materials are available in alternative format updated annually, and also provides a comprehensive list of national and local links on its Website, as do the other CILs and ARSA.

DIRECT provides workshops and training sessions on a variety of topics for consumers, professionals and the general public to facilitate independent living and full inclusion of persons with disabilities in the community. DIRECT will continue to provide education and outreach in Southeastern Arizona.

ABIL has a Native American Advisory Committee and continues to look for opportunities to outreach, hire and serve individuals with disabilities who are also members of minority groups. ABIL has also been involved in rural/minority outreach in Northern and Central Arizona.

New Horizons Independent Living Center has an outreach to Native Americans in Northern Arizona and as part of this, contracts with ASSIST! To Independence to serve individuals residing on the Navajo Nation.

The SILC conducts forums throughout the State to gather consumer input and comment on services and programs administered under Title I, Part B. Additionally, the SILC has taken responsibility to plan and conduct outreach forums in rural areas and to other individuals with disabilities who have been traditionally unserved or underserved by programs under the Act.

Education and training necessary for living in the community and participating in community activities;

(See discussion of Independent Living Skills Training)

Transportation, including referral and assistance for such transportation;

The ARSA provides transportation assistance when necessary to assist a consumer to receive other IL services and when the consumer cannot afford to pay for such transportation him/herself. The ARSA will also sometimes pay a provider's cost to bring IL services to the consumer when it can be shown that this is the more cost effective approach, since transportation services in rural areas are often not available. ARSA often finds it is more feasible to pay the provider's travel expenses in order to bring the service to the consumer rather than the other way around.

The CILs provide referral assistance to meet the transportation needs of individuals with significant disabilities. They also bring services to many rural areas to make up for the lack of resources in those communities and lack of adequate transportation services. The CILs have active agendas relating to transportation advocacy issues.

Therapeutic treatment;

The ARSA purchases/provides the following services:

Physical Therapy services are provided by ARSA only when economic need has been established, when there are no other comparable resources available and only as a rehabilitative service necessary to reach a pre-identified goal

of achieving greater independence in the family or community in the areas of self-care, mobility, or living more independently (not as part of a medical treatment program).

Occupational Therapy services are provided by ARSA only when economic need has been established, when there are no other comparable resources available and only as a rehabilitative service necessary to reach a pre-identified goal of achieving greater independence in the family or community in the areas of self-care, mobility, or living more independently (not as part of a medical treatment program).

Speech Therapy services are provided by ARSA only when economic need has been established, when there are no other comparable resources available and only as a rehabilitative service necessary to reach a pre-identified goal of achieving greater independence in the family or community in the areas of communication or living more independently (not as part of a medical treatment program).

Cognitive Remediation and Brain Injury Rehabilitation are provided by ARSA to individuals with traumatic brain injury (TBI) when there are no other comparable benefits available. These services are provided as part of an ILP and as rehabilitation services which assist the individual to achieve greater independence in the family or community in the areas of communication, independent living skills or self care (not as part of a medical treatment program).

Provision of needed prostheses and other appliances and devices;

The ARSA provides or fabricates aids or devices that assist persons in performing normal living skills (and any necessary installation, fitting, and follow-up adjustment and training). This service is provided only as a rehabilitative service necessary to reach a pre-identified goal of achieving greater independence in the family or community in the areas of self-care, communication, mobility, or living more independently (not as part of a medical treatment program). These services may be provided only when economic need has been established and when these services are not otherwise available: e.g. through AHCCCS/ALTCS. Agency financial participation is limited because of budget limitations, to make program services available to a wide range of consumers and to ensure maximum participation by consumers in their own rehabilitation.

Individual and group social and recreational services;

The CILs all provide opportunities for both individual and group social and recreational activities. ARSA provides referral for social and recreational services.

Services under other Federal, State, or local programs designed to provide resources, training, counseling, or other assistance of substantial benefit in enhancing the independence, productivity, and quality of life of individuals with significant disabilities;

The CILs receive a variety of other funding (such as donations, other federal funds such as SSBG, Community Development Block Grants, local and state funding, etc.) to provide goods and services.

ABIL receives City of Phoenix, City of Glendale and City of Mesa Community Development Block Grants (CDBG) program monies to pay for home modifications. ABIL also provides ADA technical assistance with emphasis on rural areas of the state under sub-contract with the Pacific Disability Technical Assistance Center. The Valley of the Sun Targeted Care Grant permits ABIL to expand the peer mentoring program to include early intervention in medical rehabilitation of newly disabled individuals. They also have received a Robert Wood Johnson Grant, in conjunction with the Governor's Council on Developmental Disabilities and Pilot Parents, to develop advocacy programs for individuals with developmental disabilities.

DIRECT receives HUD Fair Housing Initiatives Project grant funds to educate consumers, professionals, and housing providers regarding provisions of the federal and state fair housing acts. This resource also helps to develop information on local accessible and affordable housing. DIRECT also provides ADA technical assistance under sub-contract with the Pacific Disability Technical Assistance Center. With funds from the City of Tucson Community Development Block Grant programs, DIRECT funds a Home Access program and home adaptation services. United Way funding supports DIRECT IL programs. Arizona DES funding supports Benefits Advocacy services.

The Saguaro Maximizing Independent Living & Empowerment (SMILE) Independent Living Center, provides a variety of services and programs for Independent Living. SMILE receives Title VII Part C funding, and is an AzTAP regional technology site. SMILE also provides home modification services through a CDBG from City of Yuma. SMILE contracts with the ARSA to provide core IL services and services for Arizona Title VII Chapter 2 Independent Living Services for Older Individuals Who are Blind individuals in Yuma, Arizona.

ASSIST! to Independence, located in Tuba City, Arizona, is Arizona's first CIL on tribal lands. ASSIST! provides home modification services to consumers on the Navajo Nation, through a grant from the Navajo Nation Handicapped Trust Fund.

The ARSA uses additional funds to provide additional services. Title I funds are used to provide resources and other assistance of substantial benefit in enhancing the independence, productivity, and quality of life of individuals with significant disabilities. ARSA funds the SILC Resource Plan (SPIL Attachment 2) with Title I funds. ARSA also contracts with Community Information and Referral to fund the Disability Help Line of Arizona, an information and referral service to provide disability specific information to the general public as well as persons with disabilities.

The Governor's Council responsible for management of the Spinal and Head Injuries Trust Fund allocates a portion of the Trust Fund monies to the ARSA to provide Independent Living Rehabilitation Services (ILRS) for individuals who desire to achieve independent living rehabilitation goals and need assistance to achieve these goals. Services to this population are provided consistent with the information contained in this SPIL. The Governor's Council on Spinal and Head Injuries also provides funding for vocational rehabilitation services for individuals with TBI statewide, through a special project with ARSA. Trust Fund monies are also used for prevention and education services in the area of preventing head and spinal cord injuries and lessening the impact of these injuries through early identification, intervention, and treatment.

The Department of Economic Security (DES) assigns responsibility for management of those Social Service Block Grants (SSBG) monies, which are designated to meet the independent living rehabilitation needs of individuals with disabilities. Services are provided consistent both with this SPIL and the specific service intents designated for these funds in the SSBG State Plan.

ARSA receives appropriations from the State General Fund to provide independent living rehabilitation services. A portion of these monies is used as "in-kind" state match for the Title VII, Part B grant. Services provided with these monies are as described in this SPIL. The State appropriates some monies to provide eye care services (i.e. eye exams and glasses) to adults who cannot purchase these services for themselves. These services are not available through AHCCCS (Title XIX).

Community awareness programs to enhance the understanding and integration into society of individuals with disabilities.

The SILC, CILs and ARSA all have as their major mission and goal an enhanced understanding and integration into society of individuals with disabilities. Community awareness activities are varied and unique to individual

circumstances. The SILC has created an informational video to be used in outreach activities, and updates its brochures and informational materials as needed.

Cooperation, Coordination, And Working Relationships Among Various Entities

(From Section 14: Communication, Cooperation, and Coordination)

The SILC, the CILs and ILRS continue to increase communication and networking within public and private systems dealing with the independent living concerns of persons with disabilities in Arizona. Through a variety of collaborative activities, CIL directors and staff, ARSA administrative and field staff, and the SILC chairperson and membership interact to identify areas of concern or need, address problems, and develop solutions for independent living purposes, on systems and individual levels.

The SILC is coordinating with ARSA to establish itself as a nonprofit 501c (3) entity. ARSA has facilitated communication between the SILC and state government, including the Governor's Office and the Attorney General's Office, to assist SILC to achieve its goal of autonomy. SILC and ARSA have continued to cooperate and communicate in an ongoing process of clarifying the state statutes that apply, the legal issues involved, and the transition plan for accomplishment of this goal.

The ARSA has funded the resource plan for the SILC through Title I monies set-aside for the development and implementation of the strategic plan. Professional and support staff to the SILC, as well as in-kind services and support are also currently provided by the ARSA. After its establishment as a non-profit, the SILC will contract with ARSA to fund its administration and activities, using Title I funds.

ARSA and SILC continued other monitoring activities related to the program development grants to the CILs that SILC oversees. The SILC chairperson has been involved in assisting ARSA to communicate with the centers regarding contract activities. The SILC, in accordance with the SFY 2001-2004 SPIL goals and objectives, will again be awarding program development contracts designed to expand and improve IL services available locally and to build community support for independent living in underserved areas of the state. These contracts are funded by a pass-through of Title 7, Part B, Chapter 1 funds in the amount of \$100,000, from ARSA to the SILC. SILC will be targeting the use of these funds to support the goals and objectives of the SPIL, specifically in the areas of outreach and training.

The ARSA does collect internal IL service delivery data and client satisfaction data in order to streamline processes and make more efficient use of limited IL resources. The ILRS program continues to develop workgroups representing a variety of disability groups, providers of services, and CILs to develop creative approaches to enhance IL services. Training for ILRS staff is funded under the RSA State In-Service Training Grant, Spinal and Head Injury funds, and through a variety of inter-service agreements. The ARSA training plan includes sessions that support the purposes outlined in Section 1 of the Act and enhance staff skill levels.

The SILC has initiated a cooperative activity with ARSA to gather more in-depth information regarding independent living needs, gaps in services, and existing capacity in the community relative to independent living centers and programs. The SILC contracted with University of Arizona (U of A) to develop and implement a series of statewide focus groups which would elicit information in these areas. The goal of this activity was to assist SILC and ARSA to evaluate the "as is" condition of independent living in Arizona, and use that information in developing priorities for outreach activities and for the establishment of new CILs. The complete report is available for review as needed.

The ARSA supports the operation of the CILs through fee for service contracts with the ARSA, in addition to support of activities to increase capacities of public and nonprofit agencies and organizations and other entities through the use of Social Service Block Grant (SSBG) monies and state appropriations under fee for service

agreements. In addition, ARSA staff participate in a number of interagency taskforces, working to develop comprehensive approaches or systems for providing IL services. These include transition teams, teams working to expand expenditures through the Arizona Long Term Care Services (ALTCS) program, part of the Arizona Health Cost Containment Services (AHCCCS), Arizona's Medicaid program.

During September 2000, ARSA collaborated with DIRECT Independent Living Center and the Tucson Association for the Blind and Visually Impaired (TABVI) to host staff from the Arizona State Legislature Joint Legislative and Budget Committee (JLBC) on a site visit to view contract provider programs. The ARSA administrator, and ILRS and Blind Services staff toured DIRECT and TABVI with JLBC staff. The DIRECT Executive Director provided an overview of independent living philosophy and history, introduced center staff and explained service provision from an independent living perspective. By report of JLBC staff, the site visit hosted by ARSA, DIRECT, and TABVI was not only informative and comprehensive, but provided a new perspective on service delivery to persons with disabilities.

The State Rehabilitation Council (SRC), in collaboration with ARSA, is hosting the Access to Success Conference, an employment focused state conference, in Mesa, Arizona, during June 2001. SILC has collaborated with SRC, ARSA and other disability focused councils to plan and present this conference. Training by ARSA staff to grantors using IL FACTS, the personal computer based data collection system that ARSA developed, continued during FFY 2000.

SILC has participated with a taskforce organized by the state Medicaid program to increase community integration activities and initiatives subsequent to the Olmstead decision by the U.S. Supreme Court, and has been instrumental in providing input regarding the role of independent living philosophy in developing and implementing integrated and community based programs.

ARSA Executive Management Team meets with the various councils affiliated with ARSA, on a quarterly basis. The goal of these meetings is to enhance communication and collaboration between ARSA administration, field staff, and the councils, as well as among the various councils. Council chairpersons and other council members have the opportunity at these meetings to bring issues of concern or interest to the ARSA Executive Team, and participate in discussions regarding ARSA policy and services.

Title VII Part B, Chapter 1 Activities

(From Section 9 : Information on the Use of Part B, Chapter 1 Funds)

ARSA provides direct independent living services to individuals with significant disabilities throughout the State of Arizona. Services are delivered by Independent Living Rehabilitation Services (ILRS) counselors, consistent with the Goals and Objectives listed previously in this attachment. Currently there are seven generalist counselors in local offices statewide. Title VII, Part B, Chapter 1 funding is utilized by ILRS staff to provide an array of services.

In addition, the ARSA receives state appropriations, Social Service Block Grant funding, donations, and Spinal and Head Injury Trust Fund monies from the Governor's Council on Spinal and Head Injuries. These monies are used to provide independent living services for consumers who are unserved or underserved within the state. The ARSA has submitted budget requests to the state legislature requesting increased funding for the ILRS program for past four fiscal years to continue to further the purposes in Section 1 of the Act.

Title VII Chapter 2, Arizona Title VII Chapter 2 Independent Living Services for Older Individuals Who are Blind Activities

The Arizona Title VII Chapter 2 Independent Living Services for Older Individuals Who Are Blind program is now funded by a formula grant. Its activities are funded under a separate State Plan – Application. The Chapter 1 and the Chapter 2 programs maintain good communications with each other. Arizona has recently submitted and had approved an amendment to our Chapter 2 State Plan – Application. This change involved making all of the IL services allowable under Chapter 2, even though Arizona will continue to focus on Rehabilitation Teaching, Orientation and Mobility, Orientation and Adjustment to Disability, Counseling, and Low Vision Services. The Plan also includes that we will use a maximum of 20% of the funds for direct services and a maximum of 10% for administration costs. In addition to the Chapter 2 funding, Arizona has state appropriations and Title XX funds that are specifically directed to blind and visually impaired persons and are not part of this State Plan. Starting in July 2000, State Appropriations for blind and visually impaired persons was increased by \$425,000.

The majority of the funds are contracted with community providers. State staff and community providers use the same basic 3-tier program, common assessment and planning forms, and a common information system. The “ILRS Quality Criteria Implementation Team” developed this approach. Their report was based upon input received from focus groups in northern, central, and southern Arizona, as well as input from the Team members who included; Arizona Council of the Blind; Blinded Veterans Association, National Federation of the Blind of Arizona; and a Non Affiliated consumer. Tier I consists of a wide range of specialized information and referral services. Tier II consists of a six session group orientation and adjustment to blindness workshop designed to help people understand resources and options as well as meet other blind persons so that they can determine how to best address their individual needs. Tier III is IL skills training, low vision services and aids, and counseling. As part of communication training, exposure to assistive technology training, and access to information on communication technology will be provided.

Outreach to Unserved and Underserved Populations and Minority Groups

(From Section 10: Outreach)

According to the National Census 2000 Redistricting Data (PL 94-171) general population statistical information for Arizona reveals the following ethnic breakdown:

Arizona Census 2000 Percentages by Race/Ethnicity	
White	63.8%
Black	2.9%
American Indian	4.5%
Asian/Pacific Islander	1.8%
Hispanic	25.3%
Other	1.6%

In the previous SPIL, the SILC identified the following groups of individuals as underserved within the spectrum of IL services:

- Individuals living in rural areas of the state
- Individuals living on Indian Reservations
- Individuals who are newly disabled
- Individuals belonging to ethnic minority groups
- Individuals with significant disabilities living in nursing homes

Goals 4 and 5 of the 2002 – 2004 SPIL include activities to assess current needs of unserved and underserved populations in the state, and if necessary, identify and prioritize different groups, based on new information. The

SILC Outreach Committee will continue to sponsor informational workshops, in targeted communities, in collaboration with ARSA, other agencies and community entities. The outreach activities are promoted through the DES Public Information Office through Press Releases distributed to the local area media i.e. newspapers, radio/TV stations, public events calendars; contact with the Directors and direct line staff at agencies who serve IL consumers; contact and mailings to other Councils and ARSA direct line staff serving IL individuals in the targeted areas. Reasonable accommodations such as interpreters and alternate format are available upon request.

SILC developed a video last year in collaboration with the DES video unit to promote a better understanding of the independent living philosophy and to disseminate information regarding SILC. The video, *SILC, Statewide Independent Living Council*, is shown at all Outreach Workshops and has been provided to other Governor's Councils on Disabilities, the network of CILs in Arizona, RSA/ILRS counselors statewide, as well as other interested parties. In addition, the SILC has redesigned their brochure and the SILC WebPages to be more customer friendly and more informative.

Statewide Network of CILs

(From Section 13: Current Design; Also See - Goal 2, Objective 1)

Statewide Network of CILs - Arizona currently has 5 Centers for Independent Living (CILs) which provide a range of independent living services. The CILs are:

- **Arizona Bridge to Independent Living (ABIL)**, located in Phoenix, Arizona
- **DIRECT Independent Living Center**, located in Tucson Arizona
- **Services Maximizing Independent Living Empowerment (SMILE)**, located in Yuma, Arizona
- **New Horizons Independent Living Center**, located in Prescott, Arizona
- **Assist! To Independence**, located in Tuba City, Arizona

As a statewide council within a largely rural state, the Arizona SILC continues to focus upon developing ways to make IL services and information accessible to residents of even the most remote regions of the State. Residents of most of these communities have access to very few providers, little or no accessible public transportation, and under-funded service delivery systems awarded federal funding.

The concept of a CIL on the Navajo Nation evolved from a SILC Outreach Workshop, which drew the interest of individuals wanting to further develop independent living services in their rural area. **Assist! To Independence** was originally established from a three-year tribal trust fund grant, the Navajo Handicapable Fund. In January 2000, the unassigned Title VII Part C funds were opened for new competition and were awarded to **Assist! To Independence**.

In October 2000, Arizona's fifth CIL, Assist! To Independence was established. A SILC Council member who lives on the Navajo Nation was instrumental in the planning, development, and implementation of the new CIL, under the direct guidance of SILC. SILC continues to provide direct help and technical assistance.

In general, the Arizona SILC and the ARSA recommend an approach to CIL development that progresses through the following stages:

- **Community Development.** The Independent Living philosophy is promoted within individual communities throughout Arizona by interest expressed in outlying communities. SILC conducts outreach workshops, focus groups, and other activities in cooperation with CILs, ARSA and other entities. These activities also serve as a means to identify community advocates and organizations, providing information and referral, peer counseling, one-on-one mentoring, and a combination of advocacy and IL skills training;

- **Technical Assistance.** Communities are encouraged to avail themselves of technical assistance related to fiscal management and resources, community networking and capacity building. Technical assistance will also focus upon identifying board members or advisory members and preparing a plan for center or program development.
- **Program Development** Individuals or groups interested in developing or expanding an IL program in their community will be given opportunities to compete for Program Development contracts offered by the SILC. A team consisting of the SILC representatives, representatives of the ARSA, Regional Program Managers, and the RSA ILRS Program Coordinator will discuss ILRS needs in the community, solicit input, establish the method for contracting and review each proposal submitted.
- **Board/Advisory Council Establishment.** The interested community group will establish a board of directors or advisory council which meets the standards and assurances required of all candidates for Title VII Part C funding. With the receipt of Part C funding, the established CILs, the SILC, and ILRS staff will continue to provide technical assistance as needed.

The goal of the SILC and ARSA is to continue to expand the network of CILs statewide. Such expansion should be orderly and areas of greatest needs should have priority. To achieve that goal, the ARSA and the SILC have jointly developed and agreed on a methodology for the distribution of additional Title VII, Part C, funds that become available to the state.

Method for Allocating New Title VII, Part C, Funds to Arizona's Center's For Independent Living:

The Funding Formula methodology pertains only to Title VII, Part C funds. It utilizes descriptive statistical data including 1) population census, 2) county geographic size (i.e. square mileage), and 3) existing allocation of Title VII Part C funds to Arizona's five CILs. The methodology also includes weighted averages of scored qualitative factors (Note: to be scored by the SILC membership). These qualitative factors include 1) under/unserved areas, 2) local groups/community needs and interests, and 3) financial needs/community resources.

This methodology will be used for all new Title VII, Part C funding made available to Arizona beginning fiscal year 2002 (i.e. October 1, 2001 to September 31, 2002).

Funding of Arizona's Centers for Independent Living (both existing and proposed) are based on the following assumptions:

- 1) It is critical that all Az CILs have adequate funding to permit them to fulfill their mission to provide the four core services and to expand the availability of these services throughout Arizona. Therefore, the SILC recommends that a base level funding for all existing CILs be achieved, prior to the establishment of any new CILs. The following guidelines are provided:

The first priority for any new Title VII, Part C, funds is to bring existing CILs to a minimum base funding level of \$250,000. This means that no new CILs shall be established or that no new/existing CIL satellites will be funded until all existing CILs have reached this minimum funding level.

The amount of funding for each eligible CIL to achieve that level will be computed by using the Funding Formula described below.

- 2) The preferred method to "grow" new CILs is to develop them as satellite centers to existing CILs first. The existing CIL can then guide and oversee the orderly progression of establishing a new CIL, as a satellite, from "community development", "technical assistance", "program development", and to "establishment of a board".

When all existing CILs have achieved the minimum Title VII, Part C funding level, CIL satellites proposing to become new centers or community groups proposing to establish a new center will both be eligible for funding. Eligibility criteria are:

- There must be at least a total of \$100,000 available to start up a new Center for Independent Living. The \$100,000 can consist of new Title VII, Part C funds, existing CIL funds dedicated to a current satellite applying to become a new Center, and/or grants from public or private organizations or businesses.
- The specific geographic areas to be served by the proposed new Centers has to have been negotiated with SILC (i.e. map re-drawn) in coordination with the CILs.

The amount of funding available for CIL startups will be computed by adapting the Funding Formula methodology described below.

Funding Formula

This formula is used to distribute Title VII, Part C, monies when there are more than one existing or new Centers eligible for funding as described above.

EACH ALLOCATION FACTOR WILL HAVE A PREDEFINED DISTRIBUTION PERCENTAGE, AS FOLLOWS:

The dollars available for each Allocation Factor is arrived at by multiplying the pre-set distribution percentages against the total \$ available for distribution. For the purpose of this Chart, \$100,000 is the total amount of money available for distribution. Percentages for each existing CIL from Exhibit 1 are multiplied by the dollars available for each category from this chart to arrive at the distribution amount.

ALLOCATION FACTORS	DISTRIBUTION PERCENTAGE	NEW FUNDS AVAIL	ABIL	DIRECT	NEW HORIZONS	SMILE	ASSIST	TOTAL
Population	20.0%	\$20,000	\$12,608	\$4,330	\$1,711	\$701	\$651	\$20,000
Geographic Size	20.0%	\$20,000	\$3,501	\$3,963	\$7,049	\$1,762	\$3,724	\$20,000
Under / Unserved Areas	13.3%	\$13,333	\$1,000	\$2,333	\$3,333	\$3,333	\$3,333	\$13,333
Local Groups / Community Needs / Interests	13.3%	\$13,333	\$1,000	\$2,333	\$3,333	\$3,333	\$3,333	\$13,333
Financial Needs / Community Resources	13.3%	\$13,333	\$684	\$2,393	\$3,419	\$3,419	\$3,419	\$13,333

Existing Title VII Part C Funding	20.0%	\$20,000	\$2,926	\$2,535	\$3,640	\$5,538	\$5,360	\$20,000
Total Allocation of New Title VII Part C Funds	100%	\$100,000	\$21,719	\$17,888	\$22,486	\$18,087	\$19,820	\$100,000

(Exhibit 1)
ALLOCATION METHOD FOR DISTRIBUTING NEW
TITLE VII PART C FUNDS

The following allocation of Title VII, Part C funds is based on a hypothetical inflow of \$100,000 of new Title VII, Part C funding, and the allocation percentages listed above. These percentages were calculated from the following:

- 1) The population and square mileage statistics in Exhibit 2.
- 2) The weighted averages of the qualitative factor presented in Exhibit 3 (EXAMPLE ONLY).
- 3) Existing funding to each CIL has been converted to a percentage of the total Title VII Part C funds received by the State. For example, ABIL receives 26.8 of the State's total Part C funds, Direct = 27.7, New Horizons = 18.2%, etc. New funding allocated under this category will be distributed in reverse order.

ALLOCATION FACTORS (3)	ABIL	DIRECT	NEW HORIZONS	SMILE	ASSIST	TOTAL
Population (1)	63%	21.6 %	8.6%	3.5%	3.3%	100.0%
Geographic Size (1)	17.5%	19.8%	35.2%	8.8%	18.6%	100.0%
Under / Unserved Areas (2)	7.5%	17.5%	25.0%	25.0%	25.0%	100.0%
Local Groups / Community Needs / Interests (2)	7.5%	17.5%	25.0%	25.0%	25.0%	100.0%
Financial Needs / Community Resources (2)	5.1%	17.9%	25.6%	25.6%	25.6%	100.0%
Existing Title VII Part C Funding (3)	26.8%	27.7%	18.2%	14.6%	12.7%	100.0%
Reverse Alloc. Based on Existing TVII Part C Funds (3)	14.6%	12.7%	18.2%	27.7%	26.8%	100.0%

EXAMPLE CONTINUED: If Arizona received \$100,000 in new Title VII, Part C funds and the formula above was applied, the results would be as follows:

CURRENT, NEW BASE, AND MINIMUM FUNDING LEVEL	ABIL	DIRECT	NEW HORIZONS	SMILE	ASSIST	TOTAL
Existing Title VII Part C Funding	\$212,805	\$219,870	\$144,530	\$116,158	\$100,661	\$794,024
New Base After Funds Allocation	\$234,524	\$237,758	\$167,016	\$134,245	\$120,481	\$894,024
Minimum Funding Level (Optimal)	\$250,000	\$250,000	\$250,000	\$250,000	\$250,000	
Over / Underfunded	(\$15,476)	(\$12,242)	(\$82,984)	(\$115,755)	(\$129,519)	

(Exhibit 2)
ARIZONA POPULATION AND SQUARE MILEAGE BY COUNTY

Exhibit 2 shows the current Arizona Population and Square Mileage data by County. This exhibit attempts to distribute the population and square mileage of Arizona's 15 Counties to the CIL within close proximity or the actual service area of that CIL. From this data, a percentage is calculated to designate the percent of the State's population within the service area of each CIL, and the square mileage of the service area covered by each CIL, as used in Exhibit 1.

ARIZONA COUNTIES	2000 CENSUS POPULATION	PERCENT OF TOTAL	SQUARE MILES	PERCENT OF TOTAL	CIL RESPONSIBLE FOR SERVING COUNTY
PINAL	179,727	3.5%	5,370	4.7%	50% ABIL / 50% DIRECT
GRAHAM	33,489	0.7%	4,630	4.1%	50% ABIL / 50% DIRECT
GREENLEE	8,547	0.2%	1,847	1.6%	50% ABIL / 50% DIRECT
MARICOPA	3,072,149	59.9%	9,204	8.1%	ABIL
GILA	51,335	1.0%	4,768	4.2%	ABIL
NAVAJO	97,470	1.9%	9,954	8.8%	ASSIST
APACHE	69,423	1.4%	11,206	9.9%	ASSIST
PIMA	843,746	16.4%	9,187	8.1%	DIRECT
COCHISE	117,755	2.3%	6,170	5.4%	DIRECT
SANTA CRUZ	38,381	0.7%	1,238	1.1%	DIRECT
YAVAPAI	167,517	3.3%	8,124	7.1%	NHILC
MOHAVE	155,032	3.0%	13,312	11.7%	NHILC
COCONINO	116,320	2.3%	18,619	16.4%	NHILC
YUMA	160,026	3.1%	5,514	4.9%	SMILE
LA PAZ	19,715	0.4%	4,500	4.0%	SMILE
TOTAL	5,130,632	100%	113,643	100%	
PER EXISTING CIL					
ABIL	3,234,366	63.0%	19,896	17.5%	
DIRECT	1,110,764	21.6%	22,519	19.8%	
NHILC	438,869	8.6%	40,055	35.2%	
SMILE	179,741	3.5%	10,014	8.8%	
ASSIST	166,893	3.3%	21,160	18.6%	
TOTAL	5,130,632	100%	113,643	100%	

(Exhibit 3)
CALCULATION OF WEIGHTED AVERAGES
FOR QUALITATIVE FACTORS (Hypothetical only)

Exhibit 3 shows the weighted averages of scored qualitative factors that will be scored by the SILC membership. These qualitative factors include 1)-under/unserved areas, 2) local groups/community needs and interests, and 3) financial needs/community resources.

The scoring for each factor shall be on a scale from 1 to 10, in increments of 1. A maximum total of 50 points are possible for the 5 existing CILs (i.e. 5 x 10). Each point a CIL receives for each factor is worth 5 points and is applied to the weighted score (i.e. a score of 3 is worth 15 point or $3 \times 5=15$). A percentage will then be calculated for each CIL on each of the qualitative factors.

For example, in the hypothetical scoring in Exhibit 3, ABIL scored 15 of the 200 points scored for under/unserved areas. This represents 7.5% of the total 200 points scored by all of the CILs (i.e. $15/200=7.5\%$). In this example, ABIL would receive 7.5% of the allocated funds for under/unserved areas.

WEIGHTED AVERAGE SCORING (SCALE = 1, 2, 3, 4, 5, 6, 7, 8, 9, 10) (1 = LOWEST NEED, 10 = HIGHEST NEED)							
	ABIL	DIRECT	New Horizon	SMILE	ASSIST		
Under / Unserved Areas	3	7	10	10	10	50	SCALE = 1 – 10
Local Groups/Community Needs /Interests	3	7	10	10	10	50	SCALE = 1 – 10
Financial Needs/Community Resources	2	7	10	10	10	50	SCALE = 1 – 10
WEIGHTING SCORES							
Under / Unserved Areas	15	35	50	50	50	200	Weighting
Local Groups / Community Needs / Interests	15	35	50	50	50	200	Weighting
Financial Needs / Community Resources	10	35	50	50	50	195	Weighting

ATTACHMENT 2: PLAN FOR THE PROVISION OF RESOURCES TO THE SILC (SILC BUDGET)
 (34 CFR 364.2(I) and (J))

Development of SILC's Internal Operating Budget

The SILC is in agreement with the DSU to operate within the \$297,581 budget (\$100,000 allocated for program development contracts) designated and approved in SFY 1999. Specifics in the original agreement remain the same:

SILC BUDGET WORKSHEET
 State Fiscal Year
 July 1, 2001 – June 31, 2004

Costs Associated with Two- (2) State FTEs

	BUDGET	EXPD	ENC	BALANCE	PERCENT
Estimated Costs Associated with 2 State FTEs					
Salaries/ERE, OCC, OOE & Indirect	72,152				
TOTAL	72,152				

Support Services	BUDGET	EXPD	ENC	BALANCE	PERCENT
In-State Travel	20,000				
Out OF State Travel	7,900				
Training & Advocacy	5,000				
Meeting Rooms/Rentals	1,500				
Interpreters	4,200				
Personal Care Attendants	5,200				
Office Operations	10,000				
Accommodations	2,000				
SUB-TOTAL	55,800				

Special Projects

Executive Committee	22,629
Public Policy Committee	
Workshops	5,000
Virtual CIL	15,000
Public Awareness	10,000
Outreach/Planning & Evaluation	
Statewide IL Conference	10,000
Outreach Committee	7,000
SUB-TOTAL	69,629

TOTAL SUPPORT SVCS & SPEC PROJ	125,429
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TOTAL SFY 2001 BUDGET

197,581

SILC/ARSA BUDGET AGREEMENT¹

The Statewide Independent Living Council (SILC) and the Arizona Rehabilitation Services Administration (ARSA) agree to increase the SILC Budget by \$64,139 for State Fiscal Year 2000. Under this arrangement, the total amount of funding for which the SILC will accept responsibility is \$297,581. The specifics upon which the agreement is based are as follows:

- A. The SILC will continue to receive \$133,442 in Title I funds.
- B. The budget increase would be obtained by taking \$64,139 from ARSA's Independent Living Rehabilitation (ILRS) program, which currently receives \$197,581 in Title VII Part B funds.
- C. The \$64,139 taken from ARSA's ILRS program will be replaced by Social Security Reimbursement funds.
- D. Based upon this proposal, the equivalent amount that the State receives in Title VII part B funding will be under the direction of the SILC \$297,581, which includes \$100,000 in the Title VII Part B funds currently allocated by ARSA to contracts with the CILs. This \$64,139 is the final increase that the SILC will receive. However:
 - 1. If there are federal increases to Arizona's Title VII Part B grant, the potential availability of such funding increases to the SILC will be contingent upon the outcome of negotiations between the ARSA Administrator (or designee) and designated representatives of the SILC.
 - 2. In the event that the negotiations fail to yield an agreement regarding the distribution of the funding increases to the Title VII grant, the SILC and the ARSA agree to seek mediation in order to arrive at a distribution scheme that is agreeable to both entities. The mediator, chosen by SILC representatives and the ARSA Administrator (or designee), shall be an individual considered to be neutral by both parties.
 - 3. The SILC will receive budget increases through Arizona's Title I grant only **in rare and exceptional** circumstances. The primary source for potential future increases in the SILC budget will be through Title VII Part B funds.
- E. The scope of SILC's authority over the \$100,000 in Title VII Part B funds currently allocated by ARSA to contracts with the CILs will include:
 - 1. responsibility for the planning aspect of the contractual arrangements with the CILs;
 - 2. participation in the writing of service specifications; and
 - 3. participation in the reviewing process

NOTE: ARSA will remain responsible for coordination and management for procurement procedures (including contract monitoring).
- F. This arrangement does not prevent SILC from securing additional funds, which will fall under the jurisdiction of the SILC, nor does it prevent the SILC from entering into partnerships on projects with ARSA and others, as long as the State Procurement Code is followed.

¹ Original agreement established between SILC and ARSA, regarding allocation/distribution of Title VII, Part B funds

The proposal as detailed above is contingent upon the SILC's acceptance of the following two provisos:

1. Any unused funds remaining in the SILC budget at the close of the State Fiscal Year will not be carried over despite the fact that Title VII Part B funds can be carried over for two years;
-and-
2. All SILC standing committees, excluding the SILC Executive Committee, will consist of at least ARSA staff member.

Theresa McMorran
SILC Chair

Date: 09-10-99

Skip Bingham
ARSA Administrator

Date:09-10-99

ATTACHMENT 3: EVALUATION PLAN

(34 CFR 364.21(g) and 364.38)

Overview

The SILC and the ARSA will continue to monitor, review and evaluate the effectiveness of the State Plan for Independent Living (SPIL) in meeting the goals and objectives established in the SPIL. SILC receives a monthly report from the CIL representative to the Council regarding CIL activities on a local and national level.

SILC Evaluation Activities:

SILC reviews all goals and accomplishments against the goals and objectives in the State Plan, and at its annual strategic planning sessions. The SILC has also developed a chart that will serve as a checklist for tracking the status of State Plan goals. Activities to achieve specific objectives have been identified for all goals in the 2001-2004 SPIL Attachment 1. Various entities, including SILC standing committees, ARSA, the CILs, and other disability councils, are assigned to these activities, with specific timelines to accomplish each (see Goals and Objectives Section, Attachment 1). This information will be used to determine which goals in the State Plan are being met, and which need to be addressed. The SILC will then be able to either provide technical assistance, or if necessary, recommend amendments to the State Plan.

The SILC evaluation plan includes verbal reports from the ILRS Program and the CIL representative during each Council meeting. These reports serve a two-fold purpose: to provide a way for Council members to gain an understanding of current activities, goals and developments within each entity, while providing an opportunity to foster improved communication among all concerned parties.

SILC collaborated with ARSA to produce a database and an evaluation of the FFY 1999/2000 704 reports submitted by the CILs and the ARSA. The purpose of this activity was to allow SILC to establish baseline measures of certain indicators such as total consumers served, total inactive because goals were met, types of services and number of individuals served, and key demographic indicators. Using a database to track these indicators over time will allow SILC and ARSA to identify trends in the data, and more completely understand what populations are being served or underserved, and where there are service gaps statewide. This objective evaluation activity will supplement and enhance the current method of evaluation used by SILC, which includes a presentation by each CIL and ILRS of their respective 704 data at a SILC meeting, with a question and answer session following.

Ongoing evaluation of the SILC resource plan and operating budget is accomplished by the SILC Resource Committee and the ARSA staff assigned to the SILC budget. ARSA staff provides a monthly update of expenditures in the SILC budget, and participates as ex officio member of the Resource Committee. This assists SILC in continuously evaluating its current and future expenditures, and tracking areas that may need attention. ARSA staff also provides technical assistance to SILC in regard to accounting, purchasing, and contracting issues as per state laws and regulations.

Effectiveness of services and programs provided by the CILs are reviewed and monitored by the respective CIL Board of Directors. Methods and strategies for program evaluation are contained in their Title VII Part C grant applications and reviewed and monitored by the Federal RSA Office of Special Education and Rehabilitation (OSERS). Consumer satisfaction surveys are available for review by the SILC. The ILRS coordinator and the SILC chairperson participated in the on-site review of one of the CILs this past year and plan to participate in any future compliance reviews conducted within the state.

The SILC web page is linked to the web pages of the ARSA, SRC, the Governor's Council on Blindness and Visual Impairment, the Governor's Council on Spinal and Head Injuries, the ILRS and VR programs, and other disability related sites. The SILC has instituted a "Public Comment" section on its web page and consumers may log-in, discuss issues and receive responses to questions via electronic mail from both the ARSA and the ILRS program

sites. This information, in combination with input gathered through public meetings will provide valuable consumer feedback on Title VII Chapter 1 IL programs around the state.

ARSA Evaluation Activities:

ARSA conducts customer satisfaction surveys of the Chapter 1 Independent Living Rehabilitation Services (ILRS) program. The survey participants include successful closures after services and unsuccessful closures after ILP implementation (Status 26's and 28's) for the federal fiscal year. The most recent survey was reported in the FFY 2000 Section 704 Report, and the respondent demographic was as follows:

Primary Disability	Blind/VI	Deaf/HI	Amputee	SMI	Ortho/SCI	MR	TBI	Other	No Disability Identified
Respondents	7.5%	12.2%	3.3%	2.8%	22.1%	.5%	9.4%	38.5%	3.8%

Race/Ethnicity	ASIAN	AM INDIAN	BLACK	WHITE (NON HISPANIC)	HISPANIC
Respondents	1.4%	4.2%	4.7%	68.8%	20.9%
AZ Census (1998)	2.1%	5.5%	3.6%	66.7%	22.1%

Age	Under 23	23-44	45-64	Over 64
Respondents	1.4%	15.3%	32.1%	51.2%

Gender	MALE	FEMALE
Respondents	38.4%	61.6%

In general, respondents were satisfied or very satisfied with services and service delivery provided by their ILRS counselors. Using the FFY 1999 survey responses as a baseline measure, there appear to be no significant differences between FFY 1999 and FFY 2000 in respect to overall consumer satisfaction with ARSA ILRS counselors and services. The two items showing a possibly significant decrease in satisfaction were related to involvement of the consumer in choosing independent living goals, and to services provided by outside vendors. As with last year's data, this year's survey results will be shared with the ILRS counselors at the quarterly meeting, and analyzed in light of their perceptions of the results. Using this method, ILRS counselors, supervisors, and administrative staff are able to identify potential problem areas and collectively develop strategies to address them.

ARSA continues an ongoing case review process, at the field office level. Program managers routinely review ILRS cases for adherence to policy and financial guidelines and rules. At the statewide level, the ILRS coordinator and the Section Manager for Services to the Blind are responsible for evaluating expenditures, statewide effectiveness of services, and collecting data on independent living programs. The ARSA administrator and ILRS coordinator also report monthly at the full SILC meetings, allowing SILC members to evaluate ARSA activities and projects in light of current SPIL goals and objectives.

The ARSA Independent Living Rehabilitation Services (ILRS) coordinator evaluates statewide ILRS service delivery, including monitoring of expenditures and service delivery. In addition, The Governor's Council on Spinal and Head Injuries collaborates with ARSA to assess services provided to its populations via the TBI Project and ILRS program. During FFY 2000 the ARSA ILRS program and the Governor's Council on Spinal and Head

Injuries (GCSHI) initiated a new evaluation report for individuals with traumatic brain injury (TBI) and individuals with spinal cord injury (SCI) being served in the ILRS program. ARSA provided data reports and evaluation information to the GCSHI from the mainframe information system to evaluate indicators such as number of individuals served, number of individuals successfully closed, number of new applications, types of services, etc. In addition, a separate consumer satisfaction survey of the ILRS case closures for these individuals is being conducted by the GCSHI and will be included in the final report, due in July 2001.

In cooperation with DES Systems and Programming staff, ARSA has created a new combined data report for 704 reporting purposes in FFY 2000. This report uses IL FACTS data and mainframe data combined in a single report. Previously, the two data sources had been combined manually. ARSA is addressing the IL FACTS procedural problems by assigning a central office position to assume responsibility for overseeing the regional data collection and statewide IL FACTS database. This position will also be working with the contractors to assure that they fulfill contractual requirements to report IL FACTS data quarterly to the regions. It is hoped that establishing a clear line of responsibility and procedure for collection of IL FACTS data will assist contractors and ARSA regional staff to better implement this information system.
